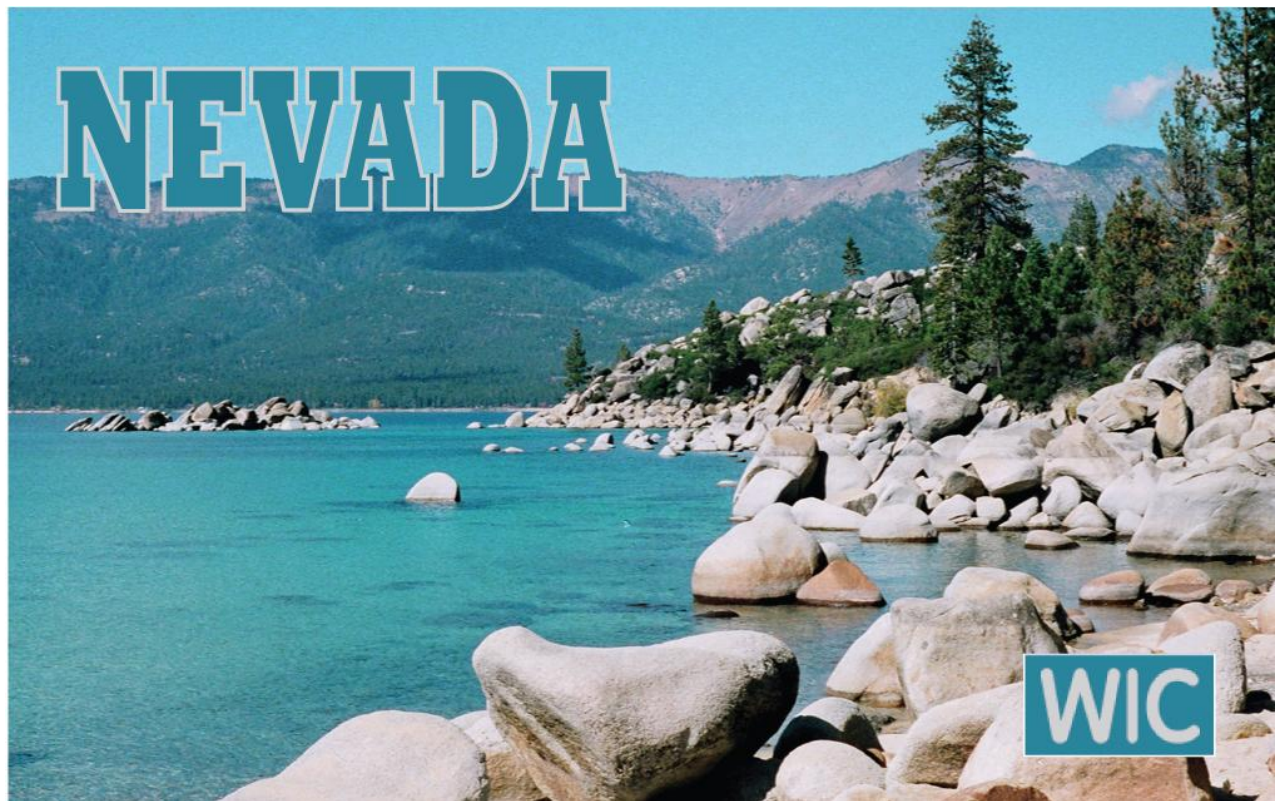


Vendor Manual

Nevada State Health Division

WIC Program

Updated October 1, 2010



In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

Table of Contents

Introduction _____ **Section 1**

- WIC Facts
- WIC Makes a Difference
- Your Role As A WIC Vendor
- Vendor Contract Authorization
- How to Contact WIC

WIC Foods & Formula _____ **Section 2**

- WIC Authorized Foods
- Infant Formulas and WIC
- WIC Approved Food List

Grocery Checker _____ **Section 3**

- What Grocery Checkers Should Know
 - The WIC Contract
 - Compliance with the WIC Contract
 - Importance of Good Customer Service
 - Customer Confidentiality
 - Civil Rights Complaints
- Checking Out A WIC Customer
 - WIC Customer Responsibilities
 - The WIC Food Instrument
 - WIC EBT Card Processing
 - Cash Value Benefit Processing
 - Offline Manual Authorizations
 - WIC Approved Food List
 - The Authorized WIC Foods Card
 - Important Food Instrument Cashing Reminders for Cashiers

Bookkeepers Section _____ **Section 4**

- Bookkeeping Information
 - What is Automated Clearing House (ACH)?
 - The Automated Clearing House
 - When are ACH Reimbursements Available at my Bank?
 - How Will I know if the Amount of the Reimbursement is Correct?
 - What if you Change Banks or Bank Account Information?

Owner Manager Section _____ **Section 5**

- Vendor Responsibilities and Rights
- WIC Vendor Selection Criteria
- Becoming a WIC Vendor
- Vendor Price Monitoring
- Technology
- Compliance Monitoring and Sanctions
- Appeals
- Vendor Training
- Reauthorization and Vendor Agreement
- Terminations

Good Customer Service_____Section 6

- The Customer Defines Good Customer Service
- The Importance of Good Customer Service
- Complaints Help Develop Good Customer Service
- The “3/11 Rule “
- First Impressions
- Knowledge
- The Customer

Customer Compliance Noncompliance & Complaints_____Section 7

- Customer Noncompliance
 - WIC Food
 - Rude Customers
- How Retailers Can Help Customers Comply With the Program Rules
 - Retail owners/managers
 - Checkers
- WIC Participant Abuse

Important Points to Ponder_____Section 8

- Changes and Substitutions
- Courtesy
- Coupons
- Returns
- Change of Name, Location, or Store Closure

Electronic Benefits Transfer (EBT) _____Section 9

- Advantages of the EBT System
- WIC EBT Equipment Operations Manual

Frequently Asked Questions_____Section 10

- Where to Get More Information

Vendor Management Policies and Procedures_____Section 11

- VM-1 –Violations and Sanctions
- VM-2-Termination of Vendor Contract
- VM-3-Vendor Appeals
- VM-4 –Food Stamp Disqualification
- VM-5-Vendor Selection & Limiting Criteria

Appendixes

- Appendix 1-WIC Local Offices
- Appendix 2-WIC Vendor Criteria
- Appendix 3-WIC Vendor Sanctions
- Appendix 4-Approved Formula Suppliers
- Appendix 5-Nevada WIC Minimum Stock Requirements
- Appendix 6-Nevada WIC EBT Vendor UPC Request Form
- Appendix 7 – Sample WIC Vendor Contract
- Appendix 8 – Request For Funding

Section 1

Introduction

WIC Facts

WIC Makes a Difference

Your Role As A WIC Vendor

Vendor Contract Authorization

How to Contact WIC

Introduction

The Special Supplemental Food Program for Women, Infants, and Children, commonly known as WIC, is a **cost-effective nutrition intervention program with demonstrated success in improving the health and nutritional status of women, infants and children. One study has shown that for every \$1.00 invested in the WIC Program, \$4.00 is saved in medical care costs.** WIC is funded by the United States Department of Agriculture (USDA) and is administered in Nevada by the Department of Health and Human Services, Division of Health. WIC Program services are provided throughout the State by county public health departments, and nonprofit health agencies.

WIC provides nutritious foods to supplement the diets of limited income pregnant, postpartum and breastfeeding women, infants, and children under age 5 who have been determined to be at nutritional risk. **Proper nutrition at the beginning of life can help prevent serious health problems.** Infants and preschoolers are going through a period of rapid growth, intellectual and social development. Their nutritional status and the health care they receive can have a major impact on their ability to function as happy, healthy children.

Participants receive WIC Food Instruments for specific kinds and amounts of nutritious foods. WIC participants redeem these Food Instruments at authorized grocery stores (vendors) which meet certain requirements and agree in all signed contracts to follow all WIC Program regulations.

WIC facts -----

- WIC (Special Supplemental Nutrition Program for Women, Infants, and Children) is a federally funded short-term nutrition program operated in Nevada through the Department of Health and Human Services, Division of Health. Its objective is to improve the health of Nevada's women, infants and children who are eligible for the program by providing supplemental nutritious foods, nutrition education, and other health and social services.
- Each year WIC provides women and children in need of preventative health services with healthy foods, breastfeeding support, nutrition education and improved access to health services.
- WIC has several cost containment initiatives including a competitive bid contract for purchasing infant formula. The additional funds derived by this contract and a similar sole-source contract for infant cereal, allow for the addition of thousands of extra participants in the WIC Program.

WIC makes a difference! -----

WIC is cost-effective. By reducing the incidence of low birth weight, premature births and infant mortality, WIC generates significant savings in reduced health care costs.

In fact, for every dollar spent on pregnant women in WIC, there is a \$1.92 to \$4.21 savings in Medicaid for newborns and their mothers.

WIC also leads to:

- Increased likelihood of obtaining prenatal and regular health care
- Reduced incidence of anemia
- Improved diets
- Improved immunization rates
- Improved learning in school
- Better cognitive performance
- Better digit memory test scores

For over 30 years, WIC has been achieving its goal of providing short-term intervention and influencing lifetime nutrition and health behaviors.

Your role as a WIC Vendor-----

WIC retailers are critical partners in the delivery of WIC benefits. Each month, WIC participants receive a “food prescription” designed to meet their specific nutritional needs. The retail clerk helps fill the prescription by making sure the participant receives exactly what is prescribed.

WIC vendors who provide this service play an important role in helping to improve the health of women, infants and children in Nevada. Vendors are the final service step in the WIC process. Since nutritious WIC foods are designed to promote the healthiest possible birth outcomes, growth and development of children, the retailer’s role in the program is vital. The integrity of the transaction between a WIC retailer and a WIC participant is essential. It is only when WIC Food Instruments are exchanged for the specified foods that the desired dietary supplementation can be achieved.

Although the WIC participant may become a regular shopper at the participating grocery store and purchase additional groceries, **WIC Food Instruments can only be used to purchase specific types and quantities of foods.** The foods and quantities that may be purchased are listed on the participants shopping list. Participants may also perform a balance inquiry transaction at the EBT (Electronic Benefits Transfer) terminal. A balance inquiry will show the participant and the cashier the remaining benefits in the participants account.

The WIC food packages changed in October 2009 to better meet the nutritional needs of WIC participants. The new food packages align with the 2005 Dietary Guidelines for Americans and Infant Feeding Practice Guideline of the American Academy of Pediatrics

Women and children may receive:

Reduced Fat Milk, Eggs & Cheese
Beans, Peas & Lentils
Peanut Butter
Certain brands of iron-fortified cereal
100% Fruit Juices high in Vitamin C
Special Formulas
Fresh, Canned or Frozen Fruits and Vegetables
Canned Fish
Whole Grains
Tofu and Soy Beverages

Infants may receive:

Iron-fortified Formula
Infant Cereal
Jarred Baby Foods Meats
Jarred Baby Foods Fruits & Vegetables

Due to the complexity of the individual nutritional needs of WIC participants, many differences exist with WIC food packages. Although vendors soon become familiar with the most common items, they are not expected to know what should be on each WIC Food Instrument.

Because WIC foods are carefully selected to meet certain nutritional requirements, substitution of foods is prohibited. Vendors are notified whenever changes are made to the list of approved foods. Vendors are required to keep a minimum inventory of the approved foods and to offer them at competitive prices in a sanitary environment.

Vendor Contract Authorization -----

The Nevada State WIC Program ensures that all participating Vendors enter into a written contract (Appendix 7). The Vendor Contract must be signed by a representative who has legal authority to obligate the Vendor. The Vendor Contract and this Manual explain the rights and responsibilities of the Vendor and the Nevada WIC Program. Neither the Vendor Contract nor this Manual constitutes a license or a property interest.

The term of the Vendor Contract is three (3) federal fiscal years or portion thereof, beginning on October 1 and ending on September 30. Neither the Nevada State WIC Program nor the Vendor has an obligation to renew the Vendor Contract.

The purpose of the Contract and this Manual is to provide retail outlets for WIC participants and to provide guidelines for both the Vendor and the Nevada State WIC Program in transactions arising out of the Contract. It will be the responsibility of the Vendor to designate a person from each outlet who will be responsible to ensure Vendor compliance with the terms of the Contract and this Manual. You or your designated representative will also be responsible to accept in-store training; to provide training to all cashiers and other employees who handle WIC transactions; and to provide special or additional training to employees at the request of either the Nevada State WIC Program or local agency. The Vendor will be held accountable for the actions or inactions of its employees.

How to contact WIC -----

**Nevada State Division of Health
WIC Program
4126 Technology Way Suite #102
Carson City, NV 89706
(775)684-5942**

Section 2

WIC Foods & Formula

WIC Authorized Foods

Infant Formulas and WIC

WIC Approved Food List

WIC Authorized Foods

The types and quantities of foods authorized for the WIC Program are specified in federal regulations. These foods have been chosen because they are high in nutrients that meet the WIC program's specific nutrient requirements. They include cereals, fruit juices, milks, eggs, cheeses, dried beans or peas, peanut butter, canned fish, fruits and vegetables, whole grains, tofu, soy beverages, infant formulas, jarred baby foods and infant cereals. Each state develops a list of the specific types of foods and/or brands approved for its WIC program. Additional factors the states may consider when designating approved foods include: regional preferences, availability throughout the state, package sizes and competitive pricing.

Infant Formulas and WIC

The Nevada State WIC Program has a competitive bid contract with Ross Laboratories which makes Similac Advance Early Shield, Isomil Advance, Similac Sensitive, and Similac Sensitive RS, the primary formulas for infants on the WIC Program. **Substitution of other formulas is prohibited unless the WIC Food Instrument clearly specifies another brand.**

Under this agreement, Ross Laboratories pays the Nevada State WIC Program a rebate for every can of their formula purchased. The additional funds derived by this contract, and a similar sole-source contract for infant cereal, allow for the addition of thousands of extra participants in the WIC Program and over \$250,000 additional to be paid out to authorized WIC vendors each month.

The Nevada State WIC Program and/or the contract formula company may conduct random, "compliance buys" to verify that only the proper formula is allowed to be purchased with the WIC Food Instrument. It is the policy of the Nevada State WIC Program to remove a vendor from participation in the WIC Program rather than let their actions (i.e., selling the wrong brand of formula) jeopardize the formula rebate contract.

In addition, the following restrictions on formula purchases apply:

- ❖ A customer **may not** purchase formula and later exchange it for another formula.
- ❖ A customer **may not** purchase another type of formula if the brand printed on the WIC shopping list or balance inquiry is out of stock.
- ❖ WIC Food Instruments **may not** be used to purchase low-iron formulas **unless** the shopping list or balance inquiry specifically states low-iron.

The WIC Program purchases one third of all infant formula in the State. Any attempts at requesting cash refunds on infant formula should be reported to the State WIC office if you suspect that it was purchased with a WIC Food Instrument. Remember, *under no circumstances may a customer purchase a different formula than the WIC Food Instrument specifies.*

NOTE: The rebate contract goes "out for bid" every few years, and the contract brand may change from time to time. At the time the bids are awarded, all WIC vendors will be notified. As the contract formula represents over 98% of WIC formula purchases, a change in the company awarded the contract will make quite a difference in the movement of your infant formula stock.

WIC APPROVED FOOD LIST

Nevada and ITCN WIC Nutrition Program's "WIC Approved Food List"

WIC FOODS	DETAILS
Fruits and Vegetables	<ul style="list-style-type: none"> Any brand and variety of fresh, frozen, or canned fruits and vegetables Whole, cut, or mixed fruit and vegetables, except white potatoes. Orange yams and sweet potatoes are allowed. Organic is allowed <p style="color: red; text-align: center;">NOT ALLOWED</p> <ul style="list-style-type: none"> No dried fruits and vegetables No added sugar, fats, or oils No added sauce or creamed vegetables No added rice, meat, pasta, white potatoes or noodles <i>No breaded or battered vegetables, no fruits and vegetables from the salad bar, no fruit baskets, no party vegetable trays, and no ornamental or decorative fruits or vegetables such as chili peppers on a string, garlic on a string, gourds, painted pumpkins, and no french fries, tater tots, hash browns, etc.</i>
Whole Grain Bread	<ul style="list-style-type: none"> NO Organic NO Light Bread No Buns or Rolls Loaf of Bread 16 ounce packages only Whole grain must be the first ingredient listed on the packaging.
Brown Rice	<ul style="list-style-type: none"> NO Organic NO Bulk NO Ready to Serve NO Boil in a Bag 16 ounce bags or boxes allowed Instant , Quick, or Regular Cook Time Short or Long Grain
Tortillas	<ul style="list-style-type: none"> NO Organic Whole Wheat and Corn Only 16 ounce packages only

Tofu	<ul style="list-style-type: none"> • NO Organic • Plain, calcium-set tofu, which is: • Firm or medium • Refrigerated, water-packed only • Brands: Asumaya House Premium
Soy Beverage	<ul style="list-style-type: none"> • Pacific Ultra Soy, Plain, shelf stable • Pacific Ultra Soy, Vanilla, shelf stable Quart size (32 oz container) • 8th Continent Soymilk, Original Half Gallon (64 oz container)
Canned Sardines	<ul style="list-style-type: none"> • ANY BRAND • 3.75 ounce can or larger • Packed in water, oil, mustard, or ketchup • No Added Seasonings
Baby Food Fruits and Vegetables	<ul style="list-style-type: none"> • NO Organic • NO Added DHA • ANY BRAND • Step 2 Only • Single Fruits or combinations of fruits in 3.5-4 ounce containers • Single Vegetables or combinations of vegetables in 3.5-4 ounce containers
Baby Foods Meats	<ul style="list-style-type: none"> • NO Organic • NO Added DHA • ANY BRAND • Step 1 or Step 2 • Added broth or gravy allowed • MEATS Beef Chicken Ham Lamb Turkey Veal
CURRENT FOODS	DETAILS
Milk	<p>Least expensive brand of these types of unflavored, pasteurized non-organic milk in quarts, half gallons and gallons:</p> <ul style="list-style-type: none"> • Whole (3.5%), reduced (2%), low fat (1%) or skim (non-fat) Vitamin A and D fortified • Acidophilus and lactobacillus • Lactose-free and lactose-reduced (e.g. Lactaid) • Fluid Shelf Stable • Dry Vitamin A and D fortified • Evaporated milk • Fresh or Evaporated Goat's Milk

Cheese	<p>Any brand of these types (or combination of the listed types) of non-organic cheese in 16 ounce package only:</p> <ul style="list-style-type: none"> • Cheddar • Colby • Longhorn Style • Jack • Mozzarella (regular or string) • Processed American <p>Cheese may be:</p> <ul style="list-style-type: none"> • Blocked, sliced, or mixed • Regular, Reduced Fat, Low Fat, or Fat Free • NO Individually wrapped slices
Eggs	<ul style="list-style-type: none"> • Least Expensive Brand • Grade AA • Dozen only • Chicken Eggs Only • Large (substitution of Medium size eggs is allowed only when large eggs are not available) <p>Hardboiled eggs will remain authorized for participants that have inadequate storage/cooking.</p>
Dried beans, peas, or lentils	<ul style="list-style-type: none"> • Any brand • 16 ounce bag
Peanut Butter	<p>Any brand of these types of non-organic peanut butters in 16 to 18 ounce containers :</p> <ul style="list-style-type: none"> • Creamy • Chunky • Extra chunky • Salted or unsalted
Cereal	<p>12 ounce boxes or larger 36 ounce box maximum</p> <p>Cold:</p> <ul style="list-style-type: none"> • Malt O Meal <ul style="list-style-type: none"> ▪ Honey & Oat Blenders ▪ Honey & Oat Blenders w/Almonds ▪ Frosted Mini Spooners (WG) ▪ Strawberry Cream Mini Spooners (WG) ▪ Crispy Rice • General Mills Cheerios Regular (WG) • General Mills Multi Grain Cheerios (WG) • General Mills Kix • General Mills Honey Kix (WG) • General Mills Chex <p><i>Multi Bran</i> <i>Wheat (WG)</i> <i>Corn</i> <i>Rice</i></p>

Cereal cont.	<ul style="list-style-type: none"> • Kellogg's Corn Flakes • Kellogg's Frosted Mini-Wheats Regular or Bite Size (WG) • Post Banana Nut Crunch • Post Grape Nuts (regular only) (WG) • Post Honey Bunches of Oats (Honey Roasted or Almonds) • Quaker Oats Life (regular only) (WG) <p>Hot:</p> <ul style="list-style-type: none"> • Malt O Meal <ul style="list-style-type: none"> ▪ Original Hot Wheat Cereal ▪ All Natural Creamy Hot Wheat Cereal ▪ Farina Hot Wheat Cereal • Mom's Best <ul style="list-style-type: none"> ▪ Naturals Quick Oats (WG) • Quaker Oats Oatmeal (WG) Instant Mix n Eat, regular flavor only • Nabisco Cream of Wheat (Any cooking time except instant) • Nabisco Cream of Wheat Whole Grain (WG)
Infant Formula	<ul style="list-style-type: none"> • Formula with iron (unless specified otherwise). Must be exact item on printed Shopping List.
Infant Cereal	<p>8 ounce boxes of Dry Gerber or Beechnut infant cereal. (unless otherwise specified on the Shopping List)</p> <p>May be: <i>Whole Wheat (WG), Barley, Rice, Oatmeal, or Mixed</i></p> <p>NO organic, single serving, or added fruit.</p>
<p>Juice - 64 ounce bottles or carton, single strength</p> <p>Note: This container size is for children only</p>	<p>100% Fruit Juice</p> <p>Apple Juice:</p> <ul style="list-style-type: none"> • Seneca Apple (Red Label only) • Tree Top Apple (Green Label only) • Juicy Juice Apple Raspberry • Juicy Juice Apple Banana • Langer's Apple Juice <p>Grape:</p> <ul style="list-style-type: none"> • Welch's White Grape • Welch's Purple Grape • Juicy Juice Grape • Juicy Juice White Grape • Langer's Red Grape • Langer's White Grape <p>Orange and Pineapple:</p> <ul style="list-style-type: none"> • Least Expensive Brand • Langer's Pineapple <p>Vegetable</p> <ul style="list-style-type: none"> • V8

Juice- 64 oz cont.	<p>Other Flavors:</p> <ul style="list-style-type: none"> • Juicy Juice Cherry • Juicy Juice Berry • Juicy Juice Strawberry Banana • Juicy Juice Kiwi Strawberry • Juicy Juice Orange Tangerine • Juicy Juice Punch • Langer's Mixed Berry
<p>Juice – 11.5 or 12 ounce cans, frozen or “pourable” concentrate</p> <p>Frozen and pourable juices reconstitutes to 48 fluid ounces.</p> <p>Note: This container size is available to women only.</p>	<p>100% Fruit Juice</p> <p>Apple Juice:</p> <ul style="list-style-type: none"> • Seneca (Red Label only) • Tree Top (Green Label only) • Juicy Juice Apple • Langer's Apple Juice <p>Grape:</p> <ul style="list-style-type: none"> • Welch's White Grape • Welch's Purple Grape • Welch's White Grape Cranberry • Welch's White Grape Raspberry • Welch's White Grape Pear • Welch's White Grape Peach <p>Orange and Pineapple:</p> <ul style="list-style-type: none"> • Least Expensive Brand • Langer's Orange Juice • Langer's Orange Juice Plus <p>Other Flavors:</p> <ul style="list-style-type: none"> • Juicy Juice Berry • Juicy Juice Punch • Langer's Spring Blend • Langer's Summer Blend • Langer's Autumn Blend • Langer's Winter Blend
Tuna	<p>Any Brand Chunk Light</p> <ul style="list-style-type: none"> • Packed in water • 5 ounce cans or larger • Must be light tuna

Vendors must ensure that a **current** food list is maintained at each register. The Nevada State WIC Program will provide a supply of the food lists at the beginning of each contract period. An additional supply may be requested from the State of Nevada WIC Program.

Section 3

Grocery Checker

What Grocery Checkers Should Know

- The WIC Contract
- Compliance with the WIC Contract
- Importance of Good Customer service
- Customer Confidentiality
- Civil Rights Complaints

Checking Out A WIC Customer

- WIC Customer Responsibilities
- The WIC Food Instrument
- WIC EBT Card Processing
- Cash Value Benefit Processing
- Offline Manual Authorizations

Important Food Instrument Cashing Reminders for Cashiers

Grocery Checker Section

What *grocery checkers* should know

The WIC contract: The owner of your store has a contract with the State of Nevada WIC Program to provide food for WIC Nutrition Program participants. The contract explains the legal responsibilities of the store owner; Food Instrument procedures, minimum stocking requirements, approved foods, and the consequences for failing to follow the terms of the agreement (APPENDIX 7).

It is important for all employees to know that following the WIC requirements will allow the store to be paid for the WIC Food Instruments they accept. In addition, failing to follow the requirements will, at the very least, cost your employer money in the form of Food instruments not paid, and at the worst, will cost your employer a disqualification from the WIC Nutrition Program, and potentially from the Food Stamp Program as well.

Compliance with the WIC contract: Retailer compliance relies on the checkers. The checkers are faced with correcting improper choices made by WIC customers and helping the customers have a good WIC shopping experience.

When the WIC shopping experience does not go well, retailers, clinic staff or customers report complaints to the WIC office. Retailer complaints are potential indicators of noncompliance and are one reason a retailer may be selected for monitoring or an investigation.

Importance of good customer service: When WIC receives a complaint of a discourteous checker, it is usually because of a miscommunication at the check stand. Sometimes it is the result of the tone of voice or body language used or perceived during the transaction, or a disagreement about a food item. It may also be the result of an inappropriate comment made during the transaction. Good customer service practices and use of retailer reference material should minimize this issue.

Customer confidentiality: Any information a checker learns about a customer or client during a WIC transaction must be kept confidential. For example, it would be a breach of confidentiality to say to a friend, "Did you know _____ is on WIC?" In addition, stores must not post names or other customer information in any area where every customer could see. Also, if calling for manager assistance with a WIC transaction over the store intercom, don't identify "WIC" over the intercom.

Civil Rights complaints: The state WIC office is mandated to refer discrimination complaints based on race, color, national origin, sex, age, or disability directly to the Office of Civil Right, United States Department of Agriculture.

Checking Out A WIC Customer

WIC Customer Responsibilities: WIC Customers are responsible for using WIC Food Instruments correctly. They are provided training on how to shop with WIC Food Instruments by their clinics. WIC customers are also provided with a WIC Approved Food List. If a WIC customer tries to purchase non-WIC items or is abusive, please inform the local WIC agency. You may also use the complaint form provided by the State of Nevada WIC Program. Follow-up action will be taken by the WIC Program with WIC customers who are abusive.

The WIC Food Instrument

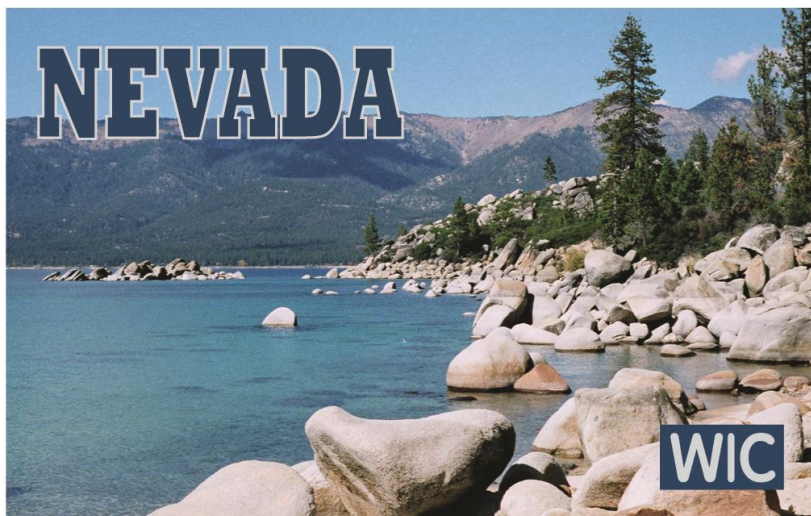
The Nevada State WIC Program utilizes EBT (Electronic Benefits Transfer) Cards

WIC Food Instruments must be redeemed per the contract terms. When a WIC Food Instrument is redeemed properly, the vendor will be reimbursed for the amount of the merchandise purchased. **The vendor is responsible for any mistakes that cashiers make processing WIC Food Instrument transactions, so be sure that cashiers are well trained on all WIC Food Instrument redemption procedures.**

The State of Nevada WIC EBT card is blue in color with a picture of Lake Tahoe and the letters WIC on the bottom right-hand corner.

(See Exhibit A)

Exhibit A:



WIC EBT CARD PROCESSING

1. Ring up WIC foods separately from other foods.
2. **DO NOT** ask the participant for their PIN (Personal Identification Number) number. The participant must enter their own PIN number.
3. **DO NOT** disallow a food item based on the Balance Inquiry. Try to scan the food item, if it scans the participant is allowed to get it.
4. **You Must** provide Least Expensive Brand AVAILABLE when Least Expensive Brand is specified.
5. **DO NOT** charge sales tax
6. Do not give Refunds or Rain Checks.
7. **Always** give the cardholder a receipt which reflects the correct quantities of WIC items purchased.
8. **Never** ask the participant to pay the difference between the requested price and the maximum price paid by the WIC program, (this is not the same as pay the difference for the Cash Value Benefit.
9. Deduct for any coupons and do not charge sales tax.
10. The customer is not required to buy all of the foods listed on their shopping list or balance inquiry. The buyer cannot buy more than the amounts listed; however, they may use the store's "buy one, get one free" offers like other customers.

In the case of a "buy one, get one free" offer, the item being bought with the WIC Food Instrument must be a WIC-approved food and the "free" item must be on the Food List as well.

CASH VALUE BENEFIT PROCESSING

1. Cash Value Benefits (CVB) are a dollar amount place on the participant's card for purchasing WIC Approved fruits and vegetables **only**.
2. Participants may purchase any variety of fresh whole or cut fruit and/or vegetables (except white potatoes) using their CVB.
3. Orange yams and sweet potatoes are allowed.
4. Organic fruits and vegetables are allowed.
5. NOT ALLOWED White potatoes, breaded vegetables, items from the salad bar, fruit baskets, party vegetable trays, ornamental or decorative fruits or vegetables (such as chili peppers on a string, garlic on a string, gourds or painted pumpkins). Canned Fruit with added sugar, salt, fats, oils. Canned potatoes other than sweet potatoes or yams. Canned vegetables with added fats, sugars or oils, canned vegetable mixtures with potatoes.

6. Participants are allowed to PAY the Difference if they exceed their CVB amount.
7. The amount that exceeds their benefit will print out on the EBT receipt as PAYMENT DUE.
8. This payment can be made via cash, debit card, credit card, or Food Stamps (SNAP)
9. Participants are **NOT REQUIRED** to Pay the Difference, and it is their **CHOICE** to return a portion of their fruit and vegetable purchase rather than make any payment.
10. A confirmation receipt will print before the transaction is sent showing the PAYMENT DUE. At this point the participant can decide to make the payment or return a portion of their fruit and vegetable purchase. Use the LIST function to remove the fruits and/or vegetables from the purchase.

OFFLINE MANUAL AUTHORIZATIONS

1. If your WIC POS equipment is unavailable you can do a Manual Authorization for up to 2 cans of formula. The Manual authorizations are only allowed to be used for formula.
2. The Manual Authorization will only go through if the participant has a sufficient balance available.
3. The Offline Manual Authorization phone number is located on your POS terminal and on the back of the participants WIC EBT card.
4. You must call the number and obtain an authorization number. If an authorization number is not received for the transaction at the time of purchase, the vendor is liable for the amount of the purchase and will not be reimbursed for the purchase.
5. Prepare the J.P. Morgan EFS Offline WIC Authorization form (all stores are supplied these forms free of charge. The authorization form is a two part yellow and white form with a unique number printed in the upper right hand corner)
6. Complete all sections of the Authorization form except for the authorization number section, the amount and the signatures. The authorization number and the signatures will be filled in after the telephone call to the J.P. Morgan Offline WIC Manual Authorization telephone number, if the transaction is approved.
7. **It is important to know the UPC of the formula that you are requesting for manual purchase. This should be written in on the WIC EBT Offline Manual Authorization form in the space provided on the bottom right-hand of the document.**
8. Customer Service will ask for the vendor's seven digit unique WIC Vendor ID number; You will then be asked to enter the six-digit J.P. Morgan EFS Offline Manual Authorization form number (from the upper right corner); enter the participant's entire WIC EBT card number; and the UPC numbers for the items that are being requested for purchase.
9. J.P. Morgan EFS Customer Service will then approve or deny the purchase. If the purchase is approved, Customer Service will give the caller an authorization number for the purchase. The authorization number must be written on the J.P. Morgan Offline WIC Authorization form. Fill in the exact authorized unit quantity, then both the participant and the cashier are to sign the voucher in the areas marked. The vendor should verify the signature on the back of the card against the signature on the signed authorization form.

10. Verify that the correct date and time are entered.
11. Give the cardholder the top copy (white). The bottom copy (yellow) is retained by the vendor. You are required to keep the yellow copy for 3 years as specified in the J.P. Morgan EFS Vendor Agreement.
12. The J.P. Morgan EFS Manual Authorization must be cleared within 5 days.
13. Once the POS terminal is returned to full functionality, the offline authorization must be cleared electronically through the POS terminal.

J.P. MORGAN EFS OFFLINE WIC AUTHORIZATION		No. 123456
<p>Important! Authorizations must be cleared on the POS device within 5 calendar days of the purchase or funds will not be reimbursed.</p>		<div style="display: flex; justify-content: space-between;"> <div> ____/____/____, ____:____ Transaction Date, Time </div> <div> ____/____/____, ____:____ Cleared Date, Time </div> </div>
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> ____-____-____-____-____-____-____-____ Card Number </div> <div> _____ Cardholder Name (Please Print Legibly) </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> _____ Cardholder Signature </div> <div> ____/____/____ Date </div> </div> <p><i>By signing this authorization, I believe that WIC benefits are available for the full amount of this transaction.</i></p>	<div> WIC Vendor Number ____/____/____ </div> <div> Store Name (Please Print Legibly) _____ </div> <div> Address _____ </div> <div> City / State / Zip _____ </div> <div> Phone Number _____ </div> <div> Authorization Reason _____ </div> <div> Supervisor / Clerk Signature _____ </div>	
<div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <div> \$ _____ Purchase Amount </div> <div> _____ Authorization Number </div> </div> <p>Presentation of this authorization by the WIC Vendor is prohibited if the phone authorization was denied.</p> <p><i>WHITE – Cardholder Copy; YELLOW – WIC Vendor Copy</i></p>	<div> UPC #1 _____ Qty _____ </div> <div> Requested Price \$ _____ Approved Price \$ _____ </div> <div> UPC #2 _____ Qty _____ </div> <div> Requested Price \$ _____ Approved Price \$ _____ </div>	

The Authorized WIC Foods Card

Important Food Instrument Cashing Reminders for Cashiers-----

- ✓ **WIC purchases are tax exempt.**
- ✓ **DO NOT give change, cash or refunds.**
- ✓ **Rain checks cannot be given for WIC foods.**
- ✓ **Allow only authorized WIC foods. The item must scan into the POS machine.**
- ✓ **Accept coupons if presented.**
- ✓ **Always refer to your Authorized WIC Foods Card.**
- ✓ **Only Allow Least Expensive Brand AVAILABLE when least expensive brand is specified.**
- ✓ **Never ask a participant for their PIN number.**

Section 4

Bookkeepers Section

Bookkeeping Information

What is Automated Clearing House (ACH)?

The Automated Clearing House

When are ACH Reimbursements Available at my Bank?

How Will I know if the Amount of the Reimbursement is Correct?

What if you Change Banks or Bank Account Information?

Bookkeepers Section

Bookkeeping Information

What is the Automated Clearing House (ACH):

The Automated Clearing House (ACH) is a facility that processes debits and credits between financial institutions electronically. For the State of Nevada WIC EBT Program, the ACH will process transactions that occur between J.P. Morgan EFS and vendors. The ACH process will be used to reimburse vendors for benefits provided to participants at vendor locations. Participant transaction activity (i.e., purchases) will be captured on the WIC EBT terminals at your location. The transactions activity will be transmitted to J.P. Morgan EFS when the transaction occurs. The terminal-driving vendor will transmit a daily file to the ACH, which will reimburse you for transactions. The ACH will forward the reimbursements electronically to your bank for processing and posting.

The Automated Clearing House:

The Automated Clearing House (ACH) will be used to reimburse vendors for benefits provided to cardholders at VENDOR locations. The terminal driving VENDOR will transmit a daily file to the ACH, which will reimburse VENDORS for transactions. The ACH will forward all reimbursements electronically to VENDOR'S banks for processing and posting.

Settlement shall be for the VENDOR total as approved at the time of purchase, which will represent the lesser of, the VENDOR item price; or the STATE AGENCY maximum allowable item price.

VENDORS must report bank account changes to the WIC EBT contractor and the STATE AGENCY in writing at least 30 business days prior to the new account effective date.

When are ACH Reimbursements available at my bank?:

An ACH reimbursement is generated daily by the terminal- driving vendor. The terminal-driving vendor passes the reimbursement request to the ACH; the ACH then passes the net reimbursement amount to the vendor's account. Typically, the entire process takes two banking days.

How will I know if the amount of the reimbursement is correct?:

The reimbursement you will receive will equal the net of all WIC EBT transactions performed within a calendar day's activity. This is a fixed batch cycle, which means that the closeout time cannot be changed and the process is done automatically. You do not need to initiate a release to prompt this closeout. You can initiate a Daily WIC EBT totals report through the POS terminal. This report will equal the net total of all transactions performed from the previous day's closeout time to the current day's closeout time. This will equal the amount that will appear as a deposit in your bank account.

If a reimbursement does not arrive in your bank account on the day the reimbursement is anticipated to arrive, contact the Vendor EBT-Only Equipment Help Desk. The Help Desk will research the problem and help resolve the problem.

What if you change banks or bank account information?:

It is critical the J.P. Morgan EFS have correct banking information for you . If J.P. Morgan EFS does not have the correct banking information, an ACH reimbursement credit can be rejected or delayed. You may have to wait several days for the credit depending on the problem. If you plan to change banks or bank account information, you must notify J.P. Morgan EFS immediately.

If there are reoccurring errors, ask your store manager to follow up with the checkers or contact the State of Nevada WIC Office.

You cannot seek restitution directly or indirectly from a WIC customer for payments denied or reclaimed by the WIC program or the bank, nor can you seek restitution through a collection agency.

Section 5

Owner/Manager Section

Vendor Responsibilities and Rights

WIC Vendor selection Criteria

Becoming a WIC Vendor

Vendor Price Monitoring

Technology

Compliance Monitoring and Sanctions

Appeals

Vendor Training

Reauthorization and Vendor Agreement

Terminations

Owner/Manager Section

Vendor Responsibilities and Rights

A WIC vendor has certain rights and responsibilities related to participation in the WIC Program. In addition to having the responsibility of following the requirements of the vendor agreement and procedures of the WIC Program, the vendor has rights, including the right to:

1. Technical assistance and training.
2. Voluntarily terminate participation in the WIC Program.
3. Receive advance written notice of any adverse action being taken by the WIC Program, except for permanent disqualification for a conviction or trafficking or illegal sales.

The WIC vendor's primary responsibility is to follow the terms of the vendor agreement, and utilize the procedures listed in the Vendor Handbook.

Since all the rights and responsibilities listed in the vendor agreement are not listed in this handbook, it is advisable as an owner or manager to be aware of the terms of the vendor agreement. The Nevada State WIC Program returns copies to all parties responsible for the signing of contracts, the **chain stores should make the terms of the agreement known to all of their outlets.**

Vendors who have signed an agreement with the Nevada State WIC Program will be added to the lists of available WIC vendors at all local WIC clinics. WIC Participants may go to any authorized WIC store for shopping. After a WIC customer has redeemed a WIC Food Instrument, it is deposited to the vendor's bank account.

IMPORTANT NOTICE-

The Nevada WIC Program sends out important information that can assist you in maintaining compliance with your Nevada WIC Program Vendor Contract. Therefore, it is essential that you accept/pick up all mail sent to you from the Department. Examples of some items that may be sent to you via mail are contract related items, training newsletters, sanction information, and training information.

WIC Vendor Selection Criteria

The criteria for the selection of WIC Vendors are referenced below. An Applicant must meet **ALL** of the evaluation criteria. Failure to meet any of the criteria provides cause to deny the application.

Accuracy and Completeness of Information Provided on the Application

All information in the application and Price Sheet must be accurate and complete. Vendor applications must be signed in ink and originals sent to the State WIC office.

Full Line of Grocery Items is Stocked

Applicant vendors (except pharmacies) must provide a full line of grocery items, including meat, dairy, fresh produce, and dry goods. (Smaller “convenience type” stores, with limited variety and inventory, may be authorized only if they meet all other criteria and the state agency determines authorization is necessary to ensure participant access).

Minimum Stock of WIC Foods

Vendors (except pharmacies) must keep in stock at all times the required quantity and variety of WIC foods as specified in the WIC Vendor Manual. (Pharmacies that only provide special formula and medical foods are required to maintain the minimum required stock of infant formula).

Infant Formula Procured from List of Authorized Suppliers

Vendor must certify that it purchases infant formula only from sources on the List of Authorized Suppliers of Infant Formula provided by State WIC Agency.

Competitive Prices and Price Limitations

Prices must be competitive with, and within the price limitations for, similarly situated vendors (in terms of type and size of store and geographic location).

Percentage of Food Sales from WIC

WIC sales cannot make up more than 50% of vendor’s total annual food sales. Vendor applicant will not be approved if it is expected that food sales from WIC will compromise more than 50% of total food sales. Currently authorized vendors’ volume of WIC redemptions will be monitored to determine if they exceed 50% of total annual food sales.

Restriction of Provision of Incentive Item

Incentive items cannot be provided by vendors (authorized to ensure participant access or grandfathered in) that have more than 50% of total annual food sales from WIC.

Accessibility to Participants and WIC staff

The applicant must be located in an area where a minimum of 10 WIC participants routinely shop and must be open a least 8 hours per day, 6 days per week. Vendor must be in a location that WIC staff will be able to visit as required by federal regulations to conduct training and monitoring visits.

Business Integrity

Vendors may not be authorized if the current owners, officers, or managers have been convicted of or have had a civil judgment during the last 6 years for the following: fraud, antitrust violations, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, receiving stolen property, making false claims, or obstruction of justice.

Compliance with Food Stamp Program

If vendor has been authorized to participate in the USDA Food Stamp Program, vendor must be in good standing and cannot be, or have been in the preceding two years, disqualified or suspended from the Food Stamp Program, or been assessed a Food Stamp Program civil money penalty for hardship if the disqualification period that would otherwise have been imposed has not expired.

Satisfactory Pre-Agreement On-site Inspection Report

The on-site inspection report certifies that the applicant meets WIC vendor criteria and documents that initial vendor training has been performed.

Becoming a WIC Vendor

If you are interested in becoming a WIC vendor, contact the Nevada State WIC office for an application. Once the application has been completed and sent back, someone from the WIC office will schedule to come out to inspect the store and check the stocking requirements and collect price information. Federal regulations require a documented on-site visit prior to or at the time of initial authorization of a new vendor.

Once the application has been completed, it is forwarded to the State WIC Office for final approval. A WIC vendor must meet the criteria listed in Table 2 of the Appendix.

In addition, Federal regulations require training prior to authorizing the vendor to accept WIC Food Instruments. Once it has been determined that the store meets all the qualifying criteria, the State WIC Office will approve the vendor and schedule training.

Once the training has been completed, the vendor is sent two copies of the vendor agreement for signatures. The vendor will be added to the authorized vendor list once both copies have been signed and returned.

Vendor Price Monitoring

Each year prices from all vendors are examined to confirm that the vendor is still competitive within the area. The price criterion established by The Nevada State WIC Program for participation as a WIC vendor states:

**To be approved as an authorized Vendor, food prices must
Be competitive (may not be more than 10% higher than the
Average within the areas covered by the WIC Clinic).**

If it is found the vendor's prices are not within the 10% requirement, the vendor is notified and given an opportunity to bring their prices in line with the other WIC vendors in the area. If the vendor remains uncompetitive, the agreement will not be renewed for another year.

Technology

Vendors are encouraged to keep abreast of, and evaluate for potential implementation, current or proposed technological improvements that are or may become available within the industry that are designed to improve the technological efficiency and capability of the vendor community, and which will enhance WIC processes, such as training, inventorying, purchasing or related WIC vendor activities.

The State of Nevada may, at its sole discretion, award funding through the existing vendor contract to assist in defraying a portion of those costs associated with planning, developing and implementing state of the art technological solutions designed to improve the overall vendor and WIC functions. Awards are contingent upon receipt of an approved business plan and budget detail outlining the scope of the project. Requests for funding will be submitted using the approved form contained in the vendor manual as Appendix 8. Prior to any funds exchange, vendors must have an approved vendor identification number filed with the State of Nevada Controllers Office. The form to accomplish this can be found at http://controller.nv.gov/Vendor_Services.html Registration Substitute IRS Form W-9.

Compliance Monitoring and Sanction

Much of WIC's success is directly attributed to participant and vendor compliance. Program integrity is further maintained by WIC staff that monitors the use of WIC benefits. When necessary, sanctions for those who violate the program policies are applied.

The performance of every vendor is monitored carefully through computer reports on WIC Food Instrument transactions. Compliance investigators also shop with WIC Food Instruments to determine whether a store is complying with WIC Program requirements.

Violations occur when the rules that govern the program are not followed. Failure to comply can result in the disqualification of a vendor from participation in the WIC Program. **Disqualification of a vendor from the WIC Program can also result in that firm's loss of their Food Stamp Program license and vice-versa.**

There are sanctions and penalties for not following program rules. When WIC Program abuses are detected in a store, the State WIC Agency is responsible for imposing penalties based on the severity of the abuse. The vendors' sanctions established for the Nevada State WIC Program are located in the Appendix as Appendix 3.

In addition, the imposition of sanctions or disqualification of a vendor by the State Agency shall not be construed as excluding or replacing any other criminal or civil sanctions, penalties or remedies applicable under any Federal or State statutes or local ordinances.

Appeals

The vendor shall have the right to appeal any suspension or disqualification, except for reciprocal disqualifications as a result of a Food Stamp Program disqualification, imposed by the State WIC Program by submitting a written request for a hearing on the matter within fifteen (15) days of receipt by vendor of the written notice by the State WIC Program to:

Dave Crockett
WIC Manager
DEPARTMENT OF HEALTH & HUMAN SERVICES
HEALTH DIVISION
WIC PROGRAM
4126 Technology Way Suite 102
Carson City, NV 89706

Vendor Training

Federal regulations require that the State agency provide mandatory initial Vendor training to all applicants. An "applicant" is a new or current Vendor who is applying for the new Vendor contract cycle. Vendors who have a large employee turnover and/or have a large volume of Nevada State WIC Program business are encouraged to have as many employees as possible attend the initial training. Training is designed so that WIC authorized Vendors and their employees have minimal program violations and to improve service through communication. Training can also reduce Food Instrument redemption errors made by cashiers and bookkeepers and improve the integrity of the WIC program so that participants receive only those foods intended to meet their nutritional needs. Mandatory initial training is established by the Nevada State WIC Program.

The Nevada State WIC Program requires all authorized WIC vendors to allow training at or before initial authorization and annually or more frequently than once every three years. The Nevada State WIC Program

conducts training on an annual basis; however, training materials are available and will be sent to all vendors. Also, in the near future the Nevada State WIC Program will bring more information to our Vendors via the website.

Vendor training has proven to be one of the most important vendor activities in the WIC Program at both the State and Federal level. Cashier training improves the integrity of the Program, since allowing unauthorized foods subverts the primary objective of the WIC Program, which is to meet the nutritional needs of our participants. Training also benefits you, the vendor.

For additional information regarding training, please contact:

**Janice Hadlock-Burnett
Vendor Coordinator
Nevada State WIC
4126 Technology Way Suite 102
Carson City, NV 89706
(775) 684-4269
(775) 684-4246
jburnett@health.nv.gov**

Reauthorization and Vendor Agreement

The term of the "AUTHORIZED VENDOR AGREEMENT" is for three (3) Federal fiscal year or portion thereof ending on September 30th. The agreement may be renewed for subsequent three (3) year periods, with neither the vendor nor the State having any obligation to renew. The expiration of the agreement is not subject to appeal.

The "AUTHORIZED VENDOR AGREEMENT" (APPENDIX 7) detailing the rights and obligations of the Vendor and the State of Nevada Health Division shall be signed by a representative of the vendor who has legal authority to obligate the vendor and by the Health Division Administrator or appointee.

Each year prior to the expiration of the current agreement, the Nevada State WIC Program will review the criteria for authorized vendors (shown in Table 2 of the Appendix) for each vendor being considered for agreement renewal. Only vendors meeting those criteria will be considered for renewal.

Terminations

Either party may delete individual *on* the Authorized WIC Vendor Agreement due to closure of outlet or other causes by providing thirty (30) days written notice of such termination.

Additional or Replacement Outlet Authorization: Vendor may apply for authority to open a new or replacement outlet by completing and submitting a WIC Vendor Application for each new or replacement outlet at least Ninety (90) days prior to anticipated acceptance of WIC Food Instruments.

Vendor shall not assign any of its rights, duties or obligations under the Authorized WIC Vendor Agreement. Vendor shall notify State Agency thirty (30) days in advance in writing when the Vendor or any authorized outlet of the Vendor ceases operations, changes ownership, or changes locations. In the event of an ownership change, cessation of operations, or change of location, the outlets involved in the change shall be terminated from the Authorized WIC Vendor Agreement.

Section 6

Good Customer Service

The Customer Defines Good Customer Service

The Importance of Good Customer Service

Complaints Help Develop Good Customer Service

The “3/11 Rule “

First Impressions

Knowledge

The Customer

Good Customer Service

The customer defines good customer service -----

- ⇒ Good customer service means two things. Customers get what they need within a reasonable period of time and are treated with respect and dignity.
- ⇒ No matter how good you believe your service is, if customers don't feel as though they are being treated well, you are not providing quality service.

The importance of good customer service-----

- ⇒ You have an impact on the satisfaction of each customer you serve.
- ⇒ Dissatisfied customers take their business elsewhere.
- ⇒ Based on the way you treat customers, they decided whether or not to continue shopping at your store.

Complaints help develop good customer service-----

- ⇒ When needs are not met, the result is a dissatisfied customer.
- ⇒ Most customers become unhappy because of a single small incident.
- ⇒ Most dissatisfied customers don't take the time to complain.
- ⇒ These "nice customers" never come back and never let you know how they feel.
- ⇒ Complaining customers give you the opportunity to make things right.

The "3/11 Rule"-----

- ⇒ The 3/11 rule suggests if customers are satisfied they will tell three people. If they are dissatisfied, they will tell 11 people.
- ⇒ Research suggests most people who have a negative experience don't keep the negative experience to themselves.
- ⇒ If you can reverse a negative experience, it will work to your advantage.
- ⇒ Each single complaint could be a sign of a much larger problem.

First Impression

- ⇒ Customers begin developing their opinions about your store and the service you provide with their first visit.
- ⇒ A bad first impression is very hard to overcome.

Knowledge

- ⇒ Customers don't expect you to know everything.
- ⇒ Customers expect you to be able to find the right answer.

The customer

- ⇒ The customer's mood will affect the transaction.
- ⇒ If the customer is upset or negative, don't take it personally. Step back, take a deep breath, and tell yourself to be calm.
- ⇒ Focus on what you can do. Offer your help.
- ⇒ If the situation continues to escalate, follow your store procedures for handling difficult situations. The WIC clinic's phone number is always listed on the Food Instrument if you need assistance.



Section 7

Customer Compliance Noncompliance & Complaints

Customer Noncompliance

WIC Food

Rude Customers

How Retailers Can Help Customers Comply With the Program Rules

Retail owners/managers

Checkers

WIC Participant Abuse

Customer Compliance

Noncompliance & Complaints

Customer Noncompliance

WIC food:

- Customer attempts to purchase non-WIC foods.
- Customer attempts to purchase more food than allowed.
- Customer asks for a rain check when food not available.
- Customer attempts to purchase non-food items.
- Customer attempts to exchange WIC foods for non-WIC items.
- Customer attempts to exchange WIC foods for cash or credit.

Rude Customers:

- Customer verbally abuses store personnel.
- Customer threatens store personnel.
- Customer physically abuses store personnel.

How retailers can help customers comply with the program rules

Retail owners/managers:

- Read and sign the WIC retailer contract and make sure you understand the rules.
- Make sure employees are trained in WIC retailer rules and procedures.
- Make sure WIC references are available for checkers.
- Make sure WIC foods are available for customers.
- Make sure all WIC acceptable food items have been labeled with the shelf tags provided to you by Nevada State WIC.
- If a UPC code does not scan and you are sure it is a WIC Approved item, submit the appropriate form to the State Office (APPENDIX 6).

Checkers:

- Follow the WIC Food Instrument cashing procedure.
- Use good customer service techniques with customers.
- Reference your Authorized WIC Foods card at your register.

WIC Participant Abuse

Although trained in the use of their WIC Food Instruments prior to leaving the WIC clinic, participants may sometimes forget the proper procedures they've learned. That's why it's up to you, the WIC vendor, to make sure WIC program rules and regulations are followed. Although WIC vendors must occasionally refuse unauthorized items selected by WIC participants, the vendor is not expected to take abuse from the participant. All WIC participants sign a PARTICIPANT RIGHTS AND OBLIGATIONS form detailing their responsibilities and the proper use of their WIC Food Instruments. In addition, warnings and/or suspensions from the program for abuse are used as incentives for participants to follow the proper procedures.

Complaint forms are available on our website for WIC vendors to use when a WIC participant attempts to violate WIC Program procedures. You can print forms and send them in, or complete the form on line and submit it.

We are always available at the state office to take complaints by phone at 1-800-863-8942.

<http://health.nv.gov/PDFs/WIC/vencomplaint.pdf>

Section 8

Important Points to Ponder

Changes and Substitutions

Courtesy

Coupons

Returns

Change of Name, Location, or Store Closure

Important Points to Remember

WIC staff and vendors work together in making the program a success. WIC participants are instructed on which foods are WIC-approved and how to use Food Instruments. The following are points that may be helpful in preventing errors:

CHANGES AND SUBSTITUTIONS

WIC participants must buy only those food items listed on the WIC Authorized Foods List. If an item or brand other than that what is printed on your "AUTHORIZED WIC FOODS" list is presented, refuse the item and send the customer back to get the right one. If you are unsure or if the participant insists that their item is a WIC approved item, scan the item to see if the UPC code is in our database. Scanning the item is especially helpful with formula based on the fact that some participants receive special formulas you may not always see or recognize as WIC Approved.

Participants are trained to know that if an item will not scan there is nothing the stores can do about it without talking to the state so they may have to try another store. If you scan the item and it will not go through, this will show the participant that you cannot allow the item.

COURTESY

Treat WIC customers the same as other customers. WIC participants may not be discriminated against because they're on WIC. WIC customers may not be sent to a special WIC ONLY checkout. If it is the store policy for supervisors to approve all WIC Food Instruments, this must be done without creating long waiting periods or appointing special time periods when WIC Food Instruments may be used. Once your store becomes a WIC vendor, a WIC customer must be able to shop there during any of the store's regular hours. Remember that it is estimated that **for each WIC dollar spent, WIC participants will spend an additional 3 to 4 dollars in cash or food stamps in your store.**

COUPONS

If coupons or other promotional specials are provided, these must be given to WIC participants also. We encourage WIC participants to utilize coupons, vendor club cards, sales and every available means to reduce food costs so additional participants may be served on the WIC Program.

RETURNS

WIC foods may not be returned for cash. It is important to remember to write "WIC" across each receipt as the transactions are completed. Then, if a customer does attempt to return WIC-purchased items, they may be refused. In either case, if a return is allowed or refused, please report the incident to the local WIC clinic for action. If your store allows returns without the requirement of a sales slip and it is suspected that the items were purchased with a WIC Food Instrument, make copies of everything and send them to the State WIC Office. If it is determined that WIC items were returned, the WIC participant will be suspended from participation in the WIC Program.

CHANGE OF NAME, LOCATION, OR STORE CLOSURE

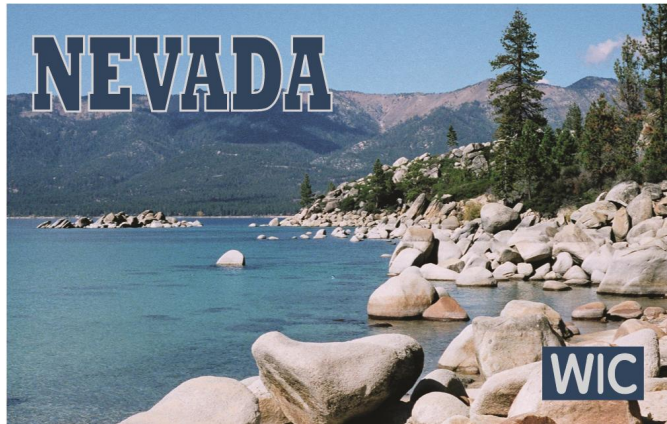
You must notify the State of Nevada WIC Program in writing if there is any change in store name, store location, or if the store closes.

Section 9

Electronic Benefits Transfer (EBT)

Advantages of the EBT System
WIC EBT EQUIPMENT OPERATIONS MANUAL
Nevada EBT Fact Sheet

Electronic Benefits Transfer (EBT)



ADVANTAGES OF THE EBT SYSTEM:

- ❖ The WIC EBT system reduces bookkeeping procedures in your stores, generates payment of WIC transactions within 24 hours, eliminates “bill backs”, and shortens time for WIC transactions at the check stand.
- ❖ Participants purchase only WIC authorized foods.
- ❖ Ensures that foods are not improperly substituted.
- ❖ Secures transactions.
- ❖ Single transaction for all items purchased.
- ❖ Timely Claims and Settlements.
- ❖ Usage is fast and easy.
- ❖ Participants make more trips to the store which equals to an increase in purchases.
- ❖ Reduces paper work by eliminating paper Food Instruments.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS



YOUR WIC LOCATION ID _ _ _ _ _
(required when calling the Vendor EBT-Only Equipment Help Desk)

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

WHERE TO CALL FOR HELP

QUESTIONS REGARDING:

Offline Voucher authorization

Settlement balancing inquiries

Equipment problems

Offline WIC Vouchers/supplies

Contract issues/concerns

Training issues/questions

Return WIC EBT-Only State equipment

Change banking/settlement information

SEE WIC FACT SHEET:

Offline Voucher authorization telephone number

Vendor EBT-Only Equipment Help Desk

Vendor EBT-Only Equipment Help Desk

Vendor General Information phone number

Vendor General Information phone number

Vendor EBT-Only Equipment Help Desk

Vendor General Information phone number

Vendor General Information phone number

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

TABLE OF CONTENTS

INTRODUCTION	1
OVERVIEW	1
Transaction Receipts.....	2
Service	2
Confidentiality	2
CHAPTER 1—WIC EBT PROGRAM GUIDELINES/WIC EBT CARD/ PERSONAL IDENTIFICATION NUMBER	3
WIC EBT Program Policies and Guidelines.....	3
Personal Identification Number (PIN)	3
Benefit Availability.....	4
Manufacturer/Store Coupons	4
CHAPTER 2—POINT-OF-SALE (POS) EQUIPMENT	4
Important Points To Remember	4
Installation Site Requirements	4
Help Desk/Equipment Service Program	4
Maintenance of the WIC POS Terminal/Printer.....	4
Maintenance of the Hand-Held Scanner	4
Equipment Failure Procedure	5
Supplies for POS Equipment.....	5
Denied Transactions	5
CHAPTER 3—J.P. MORGAN EFS VENDOR ASSISTANCE SERVICES	7
When to Call the Offline Voucher Authorization Number	7
Where are the Offline Voucher Authorization and Vendor EBT-Only Help Desk Numbers Listed	7
When to Call the Vendor EBT-Only Equipment Help Desk.....	7
CHAPTER 4—PROCESSING WIC TRANSACTIONS	8
Cashier Sign-on/Sign-off	8
Balance Inquiry	9
WIC Purchase Transaction.....	11
Canceling a WIC Purchase Transaction	19
Offline Voucher Clear	20
Item Void	23
Reprint WIC Receipt	24
Communication Issues During Transaction processing.....	25
CHAPTER 5—MANAGER FUNCTIONS.....	26
Performing a Communication Test	26

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

UPC Configuration	27
Manager Reports.....	29
Cashier Totals Report	29
Terminal Totals Report	31
Vendor Totals Report.....	33
WIC EBT Balancing Procedures.....	35
Balancing with the Bank Statement	35
General Claim/Adjustment Information	35
Cashier Maintenance.....	36
CHAPTER 6—EQUIPMENT TROUBLESHOOTING	38
WIC EBT POS Terminal Display	38
Scanner Information	38
CHAPTER 7—FREQUENTLY ASKED QUESTIONS	41
CHAPTER 8—OFFLINE WIC PROCESSING PROCEDURES	42
When to Process a Transaction Offline/Manually	42
If the WIC EBT Equipment is not Working at Time of Purchase.....	42
Associated Liabilities with Offline Transactions.....	43
CHAPTER 9—AUTOMATED CLEARINGHOUSE	45
What is the ACH?	45
When are ACH Reimbursements Available at My Bank?	45
How Will a Vendor Know if the Amount of Reimbursement is Correct?	45
What if a Vendor Changes Banks or Bank Account Number?.....	45
CHAPTER 10—SIGNAGE AND SUPPLIES	46
CHAPTER 11—ERROR MESSAGES.....	47
CHAPTER 12—GLOSSARY OF WIC EBT PROGRAM TERMS.....	48

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

INTRODUCTION

Welcome to the Women, Infants and Children (WIC) Electronic Benefits Transfer (EBT) Program.

J.P. Morgan EFS' EBT program provides WIC benefit participants an electronic method to access their benefits through the WIC Transactional Terminal and Point-Of-Sale (POS) devices by using their WIC EBT cards. Vendors are still required to accept paper WIC coupons if presented by the WIC cardholder, although this will become more infrequent as customers begin using their WIC EBT cards.

Any WIC-authorized vendor is eligible to participate in the WIC EBT program. Those vendors using J.P. Morgan EFS-provided equipment must sign a Vendor Agreement with J.P. Morgan EFS in addition to any agreements required by the State.

A WIC EBT program has many benefits to vendors, cardholders and the government. Some of the advantages include: cardholder's WIC benefits are secure and issued more efficiently; the opportunity for fraud and diversion of WIC benefits is reduced; and vendors process fewer paper WIC coupons, saving the vendor time and expense. An additional benefit for a vendor is that they will receive their reimbursements/settlement for WIC EBT transactions within 2 business days.

How J.P. Morgan EFS Will Support the Vendor

J.P. Morgan EFS, as the prime contractor to the State, will provide the necessary training and assistance to new and existing WIC vendors on the WIC EBT system. The Vendor EBT-Only Equipment Help Desk and the Offline Voucher Authorization phone numbers listed on the WIC Fact Sheet are available 24 hours a day, 7 days a week to provide assistance with equipment problems and manual/offline benefit processing, respectively. Vendors will also be provided with a Vendor Training Video.

OVERVIEW

This WIC EBT-Only Vendor Manual has been designed to provide WIC-authorized vendors with all the information needed to process a WIC EBT transaction. All vendors who participate in the WIC EBT program and use WIC EBT-only transaction terminals provided by J.P. Morgan EFS are required to follow the procedures presented in this manual.

The WIC EBT-Only equipment consists of a WIC EBT-Only terminal/printer(s) and a hand-held scanner. The two pieces of hardware that you will use to process a WIC EBT transaction are shown below.



WIC Transactional Terminal



Bar Code Scanner

Although the WIC EBT program utilizes a magnetic stripe card similar to a commercial debit or credit card, the manner in which the transaction occurs has several differences. The primary difference is the WIC EBT program is a food item-based program, not dollar-based as with most POS systems.

To process a WIC EBT transaction, the following sequence must occur (more detail on transaction processing may be found in Chapter 4):

- The cardholder shops for WIC food items, referring to the WIC food card as necessary. Once the cardholder has finished selecting their items, they proceed to the check out lane displaying the "WIC Accepted Here" or "WIC Accepted at This Register" sign.
- Once in the check out lane, the cardholder must separate their WIC-eligible items from non-WIC-eligible items. To begin check out, the cashier or the cardholder (depending on where the POS terminal is located in the check out lane) selects the "WIC Purchase" function on the POS terminal.
- The cardholder slides their WIC EBT card through the slot on the POS terminal. The terminal screen will prompt the cardholder for their PIN (Personal Identification Number).
- The cardholder will enter their 4-digit PIN.
- Each WIC food item is then scanned, which allows each item to go through a series of checks.
- Once all items have been scanned and approved, the "Total" function is selected on the POS terminal.
- Any cardholder manufacturer/store coupons are entered.
- Once all manufacturer/store coupons have been scanned and approved, the "Total" function is selected on the POS terminal.
- The transaction is complete!

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

- After the transaction is completed, the balances on the J.P. Morgan EFS host computer are updated and the cardholder's remaining balance (if any) will be available for a new transaction (until the benefit expires).
- The vendor will automatically receive their "net" reimbursement payment electronically within 2 business days following an approved transaction.

TRANSACTION RECEIPTS

WIC EBT transaction receipts are very important to cardholders. Receipts let cardholders know what they have purchased and what their available balance is on their prescription. Cardholders have been trained to retain their receipts (which show their remaining WIC food items) so they can keep track of their WIC benefit account balance. Cardholders will ONLY receive a receipt for approved WIC transactions.

SERVICE

Cardholders using WIC EBT cards should receive the same level and type of service as customers who pay with other forms of payment, cash, debit, or credit for purchases.

CONFIDENTIALITY

All information about cardholders and WIC EBT transactions is confidential. Vendors may not give out information such as WIC EBT card numbers, purchase amounts, or account balances to anyone not connected with the administration of the WIC EBT program. Vendor information will also be treated as confidential.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 1—WIC EBT PROGRAM GUIDELINES, WIC EBT CARD AND PERSONAL IDENTIFICATION NUMBER (PIN)

WIC EBT PROGRAM POLICIES AND GUIDELINES

The following program policies and guidelines apply to all vendors who are authorized by the WIC Agency to participate in the WIC EBT program. WIC EBT makes processing WIC transactions much easier for vendors. The WIC Vendor Policies and Guidelines determined by the WIC Agency and your WIC Contract remain the same with EBT.

For clarification or assistance with any of these policies, please contact your WIC Agency Vendor Management Office. WIC officials will continue to monitor WIC stores regularly, including undercover compliance buys, to make sure that policies and guidelines are being followed. Any store can be randomly selected at any time for compliance buys.

WIC-authorized vendors can be prosecuted under federal, State or local law or all three for program violations. The State WIC Division has set up a system of penalties for vendor violations. Such violations could lead to termination and/or disqualification from the WIC program. They could also adversely affect your re-application to your WIC Agency. Refer to the WIC Vendor Sanction Policy and Guidelines and your WIC Contract.

Vendors must adhere to the guidelines and policies as documented in this manual and in the WIC Vendor Agreement with J.P. Morgan EFS.

1. Vendors must retain the WIC EBT program-related documents such as transaction journal tapes and J.P. Morgan EFS Offline WIC Vouchers for a period of six (6) months as is documented in the WIC Vendor Agreement with J.P. Morgan EFS.
2. Vendors cannot enter a cardholder's Personal Identification Number (PIN) for them. Cardholders must always enter their own PIN. Vendors should never have possession of a cardholder's PIN.
3. A valid card must be presented at the time of purchase in order for the cardholder to purchase their WIC food items.
4. After the WIC purchase transaction has been completed, Vendors must give cardholders a receipt that reflects the appropriate quantities of WIC food items purchased. This receipt also lists the remaining balance in the cardholders account.
5. Vendors must place the EBT window decal in the front window or on the entrance door to inform cardholders that they can use their WIC EBT cards at this location.

6. Vendors must report bank account changes to J.P. Morgan EFS in writing at least 30 business days prior to the new account effective date. This will ensure the timely reimbursement of the WIC related transactions.
7. All WIC EBT purchases are for the exact quantities of WIC food items and their corresponding dollar amount. WIC purchases do not allow for cash back or change to be provided to the cardholder.
8. All Offline WIC Vouchers must be "cleared" through the POS terminal within the timeframe designated on your WIC Fact Sheet.

WIC program regulations must continue to be followed under the WIC Program Policies and Guidelines as administered by your WIC Agency. The regulations remain the same whether a vendor accepts paper WIC coupons or a WIC EBT card. A WIC cardholder will normally present the WIC EBT card for payment at vendors; however, there may be some circumstances where cardholders may need to present paper WIC coupons. Thus, paper WIC coupons must continue to be accepted after the WIC EBT program starts. The WIC paper coupon process will remain as it was prior to EBT.

Purchases made with a WIC EBT card are more convenient than purchases made with paper WIC coupons. With the WIC EBT program, the customer's WIC benefit account is reduced electronically for the exact quantities of food purchased. The transaction is quick, simple and safe for both the vendor and the cardholder.

PERSONAL IDENTIFICATION NUMBER (PIN)

The Personal Identification Number or PIN is a four-digit secret code used in conjunction with the WIC EBT card to ensure that only an authorized person accesses the benefit account.

The correct entry of a PIN at the WIC terminal is considered the cardholder's electronic signature; therefore, no signature is required on the receipt.

The vendor will not be responsible for verifying the cardholder's identity or the signature on the back of the WIC EBT card, as long as the PIN is entered correctly by the cardholder and accepted by the WIC EBT system. Thus, the vendor assumes no liability for performing a WIC EBT transaction as long as the correct PIN was entered and the WIC EBT system authorizes the transaction.

If a cardholder enters an incorrect PIN for a specified

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 1—WIC EBT PROGRAM GUIDELINES, WIC EBT CARD AND PERSONAL IDENTIFICATION NUMBER (PIN)

number of consecutive times (see your WIC Fact Sheet for this number), they will not be able to access their benefits until after 12:01 a.m. (Eastern Time Zone) of the next calendar day. This security feature is built into the EBT system to prevent random PIN attempts on lost or stolen EBT cards. If this occurs, refer the cardholder to the toll-free Participant Customer Service number. If a cardholder's card is lost, stolen or damaged, please instruct them to contact their toll-free Participant Customer Service number identified on the back of their WIC EBT card or found within their training materials that were provided at the time they received their WIC EBT card.

BENEFIT AVAILABILITY

It is important to note that there is no standard issuance cycle for WIC benefits; benefits are issued all throughout the month.

MANUFACTURER/STORE COUPONS

Cardholders using their WIC EBT card to purchase items may continue to use manufacturer/store coupons. When a cardholder uses "cents-off" coupons, these coupons should be scanned or keyed into the WIC EBT POS terminal during the Check Out transaction (see Chapter 4 for more details). When a cardholder uses a "Buy-One, Get-One" coupon, the cashier should enter only the first item into the WIC EBT POS terminal; the second/free item should not be scanned into the WIC system. If the second/free item is scanned into the WIC EBT POS terminal, the cardholder's WIC account will be debited for an item that the store intended to give the cardholder for free.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 2—POINT-OF-SALE (POS) EQUIPMENT

The WIC EBT POS terminal is a powerful, reliable electronic device that communicates with the terminal processing vendor to obtain:

- WIC EBT card transaction processing
- Receipt reprints
- Daily reports (up to three days prior)

IMPORTANT POINTS TO REMEMBER

1. Credits or returns cannot be performed. You can exchange the food item for an identical item if it is spoiled or past-dated. You cannot credit the WIC EBT card or provide a cash refund. Follow the WIC Program Policies and Guidelines, as you did prior to EBT.
2. Occasionally a customer mistakenly will attempt to use a credit card or a debit card. In this instance, the terminal will give the cashier an error message identifying invalid card attempt. Emphasize to cashiers that only EBT cards can be used on J.P. Morgan EFS-provided EBT-only equipment.

INSTALLATION SITE REQUIREMENTS

1. Standard dedicated analog telephone line or broadband connection.
2. Standard U.S. 120V three-pronged electrical outlets.

HELP DESK/EQUIPMENT SERVICE PROGRAM

1. If you experience difficulty with any of your equipment, you should refer to the Equipment Troubleshooting Chapter identified in this manual before you call the Help Desk.
2. If you cannot correct the problem after referring to the manual, contact the Vendor EBT-Only Help Desk, which is available 24 hours a day, 7 days a week. See your enclosed WIC Fact Sheet for the Help Desk toll-free telephone number.

MAINTENANCE OF THE WIC POS TERMINAL/PRINTER

1. Avoid spilling liquids on the terminal.
2. Use a head cleaner at least once a week or more if terminal usage is heavy. Dirty card readers are the cause of fifty percent (50%) of machine downtime. Please contact your paper supplier to purchase card reader (head) cleaners.
3. Use a clean cloth dampened with water and mild soap to remove dirt. Do not use liquid or aerosol cleaners directly on the equipment. NEVER use thinner or any other solvents to clean equipment because they may cause plastic parts to deteriorate.

MAINTENANCE OF THE HAND-HELD SCANNER

1. The scanner should always remain connected to the terminal.

2. Avoid spilling liquids on the scanner.
3. Use a clean cloth dampened with water and mild soap to remove dirt. Do not use liquid or aerosol cleaners directly on the equipment. NEVER use thinner or any other solvents to clean equipment because they may cause plastic parts to deteriorate. Do not aim the scanner's laser at your eyes.

EQUIPMENT FAILURE PROCEDURE

When equipment is not functioning properly, the vendor should try to solve the problem by following the suggestions presented in the Equipment Troubleshooting Chapter. If a vendor calls the Vendor EBT-Only Equipment Help Desk, the Vendor Service Representative will ask the vendor a few questions to try to determine the cause of the problem and will ask the vendor to perform some troubleshooting steps. Troubleshooting simply means that the vendor and the Vendor Service Representative are working together, over the telephone, in an effort to diagnose an equipment problem. If the problem cannot be solved over the telephone, a replacement for the malfunctioning equipment will be sent via overnight service. J.P. Morgan EFS will cover shipping charges for the replacement as well as the defective equipment.

SUPPLIES FOR POS EQUIPMENT

REIMBURSEMENT FOR SUPPLIES

The vendor is responsible for obtaining printer rolls from their own supplier. Printer tape that is needed for the POS printer is referred to as standard printer paper (size 2.25" x 82' or 58mm x 25m). J.P. Morgan EFS will reimburse each vendor for these WIC EBT program related supplies based on the volume of transactions performed. The reimbursements will automatically be electronically deposited in the vendor's bank account. Vendors will need to obtain supplies from a commercial vendor.

ORDERING OFFLINE WIC VOUCHERS

Vendors can order J.P. Morgan EFS Offline WIC Vouchers by calling the toll-free Vendor General Information phone number.

DENIED TRANSACTIONS

A receipt will only print for approved transactions. If a transaction cannot be approved, a denial message will be displayed on the terminal screen.

Common reasons why a transaction or food item may be denied include:

- Invalid Card
- WIC Item Not Available
- Invalid Food Item

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 2—POINT-OF-SALE (POS) EQUIPMENT

Following is an example of a terminal entry screen with an explanation of various function keys and their use:



KEY OPTIONS

Cashier Sign-Off - Initiated with Feature Key 2.

Reprint - Initiated with Feature Key 3. Allows the user to reprint the last receipt or any receipt retrieved by the invoice number.

More/Admin - Initiated with Feature Key 4. This key displays a list of the following administrative options:

- **Reports** – Displays a list of report options.
- **Clerk/Manager** – Displays a list of clerk/manager setup options.
- **UPC Config** – Initiates the UPC Config process
- **Quick Setup** – Initiated when the #6 key is pressed. This key is password protected. Once the appropriate person enters a valid password, the user can use the quick setup option to add or edit select parameters for the host and the terminal:
- **Comm Test** – Sends a transaction to the host to test connectivity.
- **Star Application Key** – User can toggle back and forth between Food Stamp and WIC applications (if both applications are loaded onto the terminal) by pressing the Star key. This returns the user to the main menu.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 3—J.P. MORGAN EFS VENDOR ASSISTANCE SERVICES

WHEN TO CALL THE OFFLINE VOUCHER AUTHORIZATION TELEPHONE NUMBER

Vendors are required to call the Vendor Offline Authorization toll-free number to receive an authorization number when the WIC EBT equipment is not available. The toll-free WIC Offline Voucher Authorization telephone number is available 24 hours a day, 7 days a week to provide immediate assistance to vendors with offline voucher authorizations for WIC transactions only. The WIC EBT Offline Voucher Processing Procedures Chapter describes the offline voucher process in detail.

The Automated Response Unit (ARU) answers all calls from the Offline Voucher Authorization telephone number. When calling to obtain an offline authorization number, vendors will be directed to provide all required information to complete the offline authorization. Vendors will use their unique seven-digit WIC-assigned Vendor ID number (see your WIC Fact Sheet for instructions on how to locate this number) to identify the vendor location within the J.P. Morgan EFS system. Please keep your Vendor ID number accessible to employees who must call the Offline Voucher Authorization telephone number.

WHERE TO FIND THE OFFLINE VOUCHER AUTHORIZATION AND VENDOR EBT-ONLY EQUIPMENT HELP DESK NUMBERS

The Offline Voucher Authorization and Vendor EBT-Only Equipment Help Desk numbers can be found:

- On the WIC Fact Sheet—there is a State-specific Fact Sheet included with your vendor materials
- On the Terminal—on the terminal is the Vendor EBT-Only Equipment Help Desk number and Offline Voucher Authorization telephone number

WHEN TO CALL THE VENDOR EBT-ONLY EQUIPMENT HELP DESK

Prior to calling the Vendor EBT-Only Equipment Help Desk please check your manual. Many answers to your questions are contained in this manual. The Vendor EBT-Only Equipment Help Desk is available 24 hours a day, 7 days a week to provide immediate assistance to vendors with most equipment and telephone line error messages and questions.

WIC EBT vendors will use their Location ID to identify the vendor location for the Vendor Help Desk. Please keep these numbers accessible to employees who must call for equipment service. Having this information readily

available will give the vendor a faster response by the Vendor Service Representative.

Call the Vendor EBT-Only Equipment Help Desk for the following reasons:

- When uncertain how to process or handle some aspect of a WIC EBT transaction; the Vendor Service Representative will explain how to proceed
- For questions concerning WIC EBT transactions that were processed within the past 30 days
- For telephone line problems that prevent the WIC Transaction terminal from operating; the Vendor Service Representative will provide instructions on how to proceed
- For equipment problems that persist after reviewing the Equipment Troubleshooting Chapter. Usually the problem can be corrected with instructions provided over the telephone by asking a vendor to perform a few diagnostic functions on the terminal to determine the problem. If the problem cannot be solved over the telephone, a new piece of equipment will be ordered and sent directly to the vendor once the Vendor EBT-Only Equipment Help Desk has diagnosed the problem. J.P. Morgan EFS' prompt response to an equipment problem will ensure that the vendor and the WIC cardholders are not inconvenienced for any extended length of time. When error messages appear on the terminal that are unfamiliar, the Vendor Service Representative can explain what the message means and why it occurred.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

CASHIER SIGN-ON/SIGN-OFF

Prior to performing a check out transaction, a cashier must be signed-on to the terminal. The terminal allows each cashier to have a unique sign-on. The Cashier Sign-On transaction can only be performed on terminals that are in POS or Combo mode.

SIGN ON

To sign on, follow the steps below:

SYSTEM DISPLAY

2/26/10	10:35A	F1
	AUTODL	F2
	JPM WIC	F3
		F4

ACTION

Press

F3 JPM WIC

WIC SIGN-ON	F1
Cashier/Manager ID:	F2
	F3
	F4

Enter 3-digit Cashier or Manager ID

Press



the green Enter key

WIC SIGN-ON	F1
Password:	F2
	F3
	F4

Enter 4-digit Password

Press



the green Enter key

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

The cashier is now signed on.

SIGN OFF

To sign off, follow the steps below:

SYSTEM DISPLAY

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

ACTION



Press

The second purple key from the left on your terminal.
(The **SIGN ON/OFF** key)

WIC SIGN ON	F1
No Report	F2
With Report	F3
	F4

Press

F2 To sign off without printing the Cashier Totals Report

Press

F3 To sign off after printing the Cashier Totals Report

If you do not want to sign off, press the red "X" key to return to the WIC screen.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

BALANCE INQUIRY

Cardholders may perform a balance inquiry transaction to learn their balance.

SYSTEM DISPLAY

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

ACTION

Press

F4

Balance Inq

Balance Inquiry	F1
Swipe or	F2
Enter Card #	F3
	F4

Swipe The customer card through the card swipe reader on the terminal

OR

Manually key in card number

Balance Inquiry	F1
Enter PIN:	F2
	F3
	F4

Customer enters PIN

Press



the green Enter key

If the transaction is approved, a Balance Inquiry receipt is generated from the Printer.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following is an example of a WIC Balance Inquiry Receipt:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
Balance Inquiry	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID :	123
Auth Number:	99999
Remaining Balance (exp date 11-15-12)	
1.00	Cheese
2.00	Eggs
72.00	Cereal
1.00	Dry Beans
3.00	Infant Cereal
256.00	Infant Fruits/Veggies
*** Cardholder Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

- An "M" will be printed following the card number when card is manually entered.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

WIC PURCHASE TRANSACTION

The WIC Purchase transaction is performed when the participant is ready to check out. A cashier must be signed on to the terminal prior to performing a WIC EBT Purchase transaction.

To perform a WIC Purchase transaction, follow these steps:

SYSTEM DISPLAY

ACTION

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

Press

F2

WIC Purchase

WIC Purchase	F1
	F2
Swipe or	F3
Enter Card #	F4

Swipe The customer card through the card swipe reader on the terminal

OR

Manually key in card number

WIC Purchase	F1
	F2
Enter PIN:	F3
	F4

Customer enters PIN

Press



the green Enter key

WIC Checkout	TOTAL	F1
	LIST	F2
Enter or	QTY	F3
Scan Product		F4

If you are using the Quantity key (for more than one of the same item you must enter the quantity before scanning.

Press

F3

QTY prior to scanning or UPC/PLU entry

Enter quantity and then press



the green Enter key

WIC Checkout	F1
	F2
Enter Quantity	F3
	F4

Scan UPC bar code using bar code scanner

OR

Manually enter the UPC/PLU and then press



the green Enter key

WIC Checkout	F1
	F2
Enter Amount	F3
\$0.00	F4

Enter selling price

Press



the green Enter key

Continued

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

WIC PURCHASE TRANSACTION — continued

SYSTEM DISPLAY

WIC Checkout	TOTAL	F1
Enter or Scan Product	LIST	F2
	QTY	F3
		F4

WIC Checkout		F1
GALLON FLUID MILK	Next	F2
QTY: 1.00	Del	F3
Amt: 3.52	Exit	F4
UPC: 079202069471		

ACTION

If you think you may have made a mistake entering an item:

Press F2 to view the items that have been entered. The terminal will display the product name, quantity entered, UPC and price.

Press F1 to view previous items and F2 to view the next item.

Press F3 to delete the selected item.

Press F4 to exit and return to the JPM WIC Purchase screen.

WIC Checkout	TOTAL	F1
Enter or Scan Product	LIST	F2
	QTY	F3
		F4

Press **F1** **TOTAL** after all products are entered

WIC Checkout	F1
Coupon UPC:	F2
	F3
	F4

If the customer has manufacturer or store coupons:

Scan the coupon UPC bar code using bar code scanner

OR

Manually enter the coupon UPC (for additional information, see page 4)

WIC Checkout	F1
Coupon Amount:	F2
\$0.00	F3
	F4

Enter The coupon value

Press  the green Enter key and repeat for all coupons

WIC Checkout	TOTAL	F1
Coupon UPC:		F2
		F3
		F4

Press **F1** **TOTAL** when all coupons have been entered

A WIC EBT Confirmation receipt will print. This receipt enables the cardholder and cashier to review the WIC EBT transaction before it is processed. If CVB items have been purchased and payment is due, the cardholder will need to ensure that they have an alternate form of payment of available. If an alternate form of payment is not available, the cashier may use the list function to delete and re-scan items as appropriate.

WIC Checkout	YES	F1
	NO	F2
Continue Transaction?		F3
		F4

Press **F1** **YES** to complete the transaction

If the transaction is approved, a cardholder WIC EBT Checkout receipt will print followed by a vendor copy of the receipt.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following is an example of a WIC EBT Confirmation Receipt. The WIC EBT Confirmation Receipt allows the cardholder and cashier to review the transaction before it is finalized. The cardholder keeps the receipt.

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
WIC Purchase	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
CONFIRMATION	
1.00 DOZ	WILCOX LG EGGS
1.00 @ \$1.59	1.59
12.80 OZ	GM RICE CHEX
1.00 @ \$4.59	4.59
CVV Total:	0.00
Remaining Balance (exp date 11-15-12)	
1.00	Cheese
2.00	Eggs
72.00	Cereal
1.00	Dry Beans
3.00	Infant Cereal
256.00	Infant Fruits/Veggies
*** Cardholder Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

- An "M" will be printed following the card number when card is manually entered.
- Non-WIC Approved Total section is printed only when Mixed Basket support is enabled.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following is an example of a Cardholder WIC EBT Purchase Receipt:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
WIC Purchase	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
1.00 DOZ WILCOX LG EGGS	
1.00 @ \$1.59	1.59
12.80 OZ GM RICE CHEX	
1.00 @ \$4.59	4.59
WIC Subtotal: 6.18	
Coupon Tend: 0.10-	
Vendor Loyalty: 0.02-	
Vendor Volume Disc: 0.01-	
Commissary: 0.10	
WIC Total: 6.15	
CVV Total:	0.00
Remaining Balance (exp date 11-15-12)	
1.00	Cheese
2.00	Eggs
72.00	Cereal
1.00	Dry Beans
3.00	Infant Cereal
256.00	Infant Fruits/Veggies
*** Cardholder Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

- An "M" will be printed following the card number when card is manually entered.
- Non-WIC Approved Total section is printed only when Mixed Basket support is enabled.
- Loyalty, Coupon and Commissary (Surcharge) lines only print when particular option is enabled.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following is an example of a Vendor WIC EBT Purchase Receipt:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
WIC Purchase	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
1.00 DOZ WILCOX LG EGGS	
1.00 @ \$1.59	1.59
12.80 OZ GM RICE CHEX	
1.00 @ \$4.59	4.59
WIC Subtotal:	6.18
Coupon Tend:	0.10-
Vendor Loyalty:	0.02-
Vendor Volume Disc:	0.01-
Commissary:	0.10
WIC Total:	6.15
WIC Vendor Total	6.15
Difference	0.00
CVV Total:	0.00
*** Vendor Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

- An "M" will be printed following the card number when card is manually entered.
- Loyalty, Coupon and Commissary (Surcharge) lines only print when particular option is enabled.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following are examples of Cardholder WIC EBT Confirmation and Purchase Receipts for a cardholder that has made a Cash Value Benefit (CVB) purchase with a payment due:

GENERAL MARKET
1234 ANY STREET
ANYTOWN, ST
555-555-5555

Date: 2/26/10 Time: 11:34 AM

WIC Purchase

Terminal ID: 122211
Card Number: *****0011M
Sequence Number: 00
Cashier ID: 123
Auth Number: 99999

CONFIRMATION

1.00 DOZ	WILCOX LG EGGS	
	1.00 @ \$6.50	6.50
2.50 CVV	APPLES	
	1.00 @ \$2.50	2.50
10.50 CVV	MELONS	
	1.00 @ \$10.50	10.50 #
1.00 CVV	LETTUCE	
	1.00 @ \$4.25	1.00

CV Total: 3.25

PAYMENT DUE:

Remaining Balance (exp date 11-15-12)

1.00	Cheese
2.00	Eggs
72.00	Cereal
1.00	Dry Beans
3.00	Infant Cereal
256.00	Infant Fruits/Veggies

*** Cardholder Copy ***

PLEASE KEEP THIS FOR YOUR RECORDS

THANK YOU FOR YOUR PATRONAGE

GENERAL MARKET
1234 ANY STREET
ANYTOWN, ST
555-555-5555

Date: 2/26/10 Time: 11:34 AM

WIC Purchase

Terminal ID: 122211
Card Number: *****0011M
Sequence Number: 00
Cashier ID: 123
Auth Number: 99999

1.00 DOZ	WILCOX LG EGGS	
	1.00 @ \$6.50	6.50
2.50 CVV	APPLES	
	1.00 @ \$2.50	2.50
10.50 CVV	MELONS	
	1.00 @ \$10.50	10.50 #
1.00 CVV	LETTUCE	
	1.00 @ \$4.25	1.00

WIC Subtotal: 20.50
Coupon Tend: 0.05-
Vendor Loyalty: 0.02-
Vendor Volume Disc: 0.01-
Commissary: 0.10
WIC Total: 6.15

CV Total: 3.25

PAYMENT DUE:

Remaining Balance (exp date 11-15-12)

1.00	Cheese
2.00	Eggs
72.00	Cereal
1.00	Dry Beans
3.00	Infant Cereal
256.00	Infant Fruits/Veggies

*** Cardholder Copy ***

PLEASE KEEP THIS FOR YOUR RECORDS

THANK YOU FOR YOUR PATRONAGE

- A “#” will be printed for each item where the vendor price exceeds the amount of CVB available.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following is an example of a Vendor WIC EBT Purchase Receipt for a cardholder that has made a Cash Value Benefit (CVB) purchase with a payment due:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
WIC Purchase	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
1.00 DOZ WILCOX LG EGGS	
1.00 @ \$6.50	6.50
2.50 CVV APPLES	
1.00 @ \$2.50	2.50
10.50 CVV MELONS	
1.00 @ \$10.50	10.50
1.00 CVV LETTUCE	
1.00 @ \$4.25	
WIC Subtotal:	20.50
Coupon Tend:	0.05-
Vendor Loyalty:	0.02-
Vendor Volume Disc:	0.01-
Commissary:	0.10
WIC Total:	20.45
WIC Vendor Total	23.70
Difference	0.00
CVV Total:	3.25
PAYMENT DUE:	\$3.25
*** Vendor Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

- A “#” will be printed for each item where the vendor price exceeds the amount of CVB available.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following is an example of a Vendor WIC EBT Purchase Receipt for a cardholder that was charged more than the maximum price allowed by the WIC program for a particular item:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
WIC Purchase	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
12.80 OZ	GM RICE CHEX
	1.00 @ \$9.94
WIC Subtotal:	9.94
Coupon Tend:	0.00-
Vendor Loyalty:	0.02-
Vendor Volume Disc:	0.01-
Commissary:	0.03
WIC Total:	9.94
WIC Vendor Total	
Difference	
CVV Total:	0.00
*** Vendor Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

- An "*" will be printed after the amount for each item where the vendor price exceeds the WIC program allowed maximum price. Vendors will not be reimbursed more than the maximum price.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

CANCELING A WIC PURCHASE TRANSACTION

The red X key can be used to cancel a WIC Purchase transaction before it is submitted for completion.

To cancel a WIC Purchase transaction, follow these steps:

SYSTEM DISPLAY

WIC Checkout	TOTAL	F1
	LIST	F2
Enter or	QTY	F3
Scan Product		F4

ACTION

Press

X

the red X key to cancel the transaction

WIC Checkout	YES	F1
	NO	F2
Cancel Trans		F3
Are You Sure?		F4

Press

F1

YES to cancel the transaction and return to the JPMC WIC Purchase screen

Press

F2

NO to return to the "Enter or Scan Product" screen

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

WIC OFFLINE VOUCHER CLEAR *(please refer to your WIC Fact Sheet to find out if you can process offline vouchers)*

If Offline Voucher transactions are performed during a terminal outage, when terminal functionality has been restored, the cashier must “clear” all offline voucher transactions performed while the terminal was unavailable. Offline vouchers must be cleared within five days from the date of the transaction.

To perform a WIC EBT Manual Voucher Clear transaction, follow these steps:

SYSTEM DISPLAY

ACTION

2/26/10	10:35A	F1
WIC Purchase		F2
Voucher Clear		F3
Balance Inq		F4

Press

F3

Voucher Clear

Voucher Clear	F1
Enter Card#	F2
	F3
	F4

Manually key in card number

Press



the green Enter key

Voucher Clear	F1
Enter Approval #	F2
	F3
	F4

Enter 6-digit approval number

Press



the green Enter key

Voucher Clear	TOTAL	F1
	LIST	F2
Enter or Scan Product	QTY	F3
		F4

If you are using the Quantity key (for more than one of the same item), you must enter the quantity before scanning.

Press

F3

QTY prior to scanning or UPC/PLU entry

Enter quantity and then press



the green Enter key

WIC Checkout	F1
Enter Quantity	F2
	F3
	F4

Scan UPC bar code using bar code scanner

OR

Manually enter the UPC/PLU and then press



the green Enter key

Voucher Clear	TOTAL	F1
Enter Amount	LIST	F2
\$0.00	QTY	F3
		F4

Enter voucher amount

Press



the green Enter key

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

WIC OFFLINE VOUCHER CLEAR — continued

SYSTEM DISPLAY

Voucher Clear	TOTAL	F1
	LIST	F2
Enter or	QTY	F3
Scan Product		F4

ACTION

Press **F1** **TOTAL** after all products are entered

Voucher Clear	TOTAL	F1
Coupon UPC		F2
		F3
		F4

If the customer has manufacturer or store coupons:


Scan the coupon UPC bar code using bar code scanner

OR

Manually enter the coupon UPC (for additional information, see page 4)

Voucher Clear	F1
Coupon Amount	F2
\$0.00	F3
	F4

Enter The coupon value

Press  the green Enter key and repeat for all coupons

Voucher Clear	TOTAL	F1
Coupon UPC		F2
		F3
		F4

Press **F1** **TOTAL** after all coupons have been entered

Voucher Clear	F1
Printing	F2
	F3
	F4

If the transaction is approved, a voucher clear receipt will print.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

Following is an example of a Offline Voucher Clear Receipt:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
Voucher Clear	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
1.00 DOZ WILCOX LG EGGS	
1.00 @ \$1.59	1.59
12.80 OZ GM RICE CHEX	
1.00 @ \$4.59	4.59
WIC Subtotal:	6.18
Coupon Tend:	0.00
Vendor Loyalty:	0.00
Vendor Volume Disc:	0.00
Commissary:	0.00
WIC Total:	6.18
WIC Vendor Total	6.18
Difference	0.00
CVV Total:	0.00
*** Vendor Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

ITEM VOID

The Item Void transaction will remove an item from an in-progress purchase. The cashier may only void an item during the check out transaction, prior to the cashier pressing the Total key. Only items that have been previously entered during the transaction may be voided.

To void an item prior to totaling out the sale, follow these steps:

SYSTEM DISPLAY

WIC Checkout	TOTAL	F1
	LIST	F2
Enter or	QTY	F3
Scan Product		F4

ACTION

Press

F2

LIST to review product entries and delete unwanted items if needed

WIC Checkout		F1
GALLON FLUID MILK	Next	F2
QTY: 1.00	Del	F3
Amt: 3.52	Exit	F4
UPC: 079202069471		

Press

F3

Del to remove the item from the checkout total

WIC Checkout	Prev	F1
GALLON FLUID MILK	Next	F2
QTY: 1.00	Del	F3
Amt: 3.52	Exit	F4
UPC: 079202069471		

The system will display other items purchased. If other items must be deleted, select **Prev** or **Next** until the desired item is found and continue with deletion.

Press

F4

Exit if there are no other items to be deleted and return to the JPM WIC Purchase screen

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

REPRINT WIC RECEIPT

Vendors can reprint a previously printed receipt for any WIC transaction within the current day's batch.

To reprint a WIC receipt, follow these steps:

SYSTEM DISPLAY

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

ACTION



Press The third purple key on your terminal.
(The **REPRINT** key)

REPRINT	F1
Last Receipt	F2
Any Receipt	F3
	F4

Press **F2** **Last Receipt** to print the last receipt, **OR**

Press **F3** **Any Receipt** to print any receipt

REPRINT	F1
Receipt	F2
Sequence #:	F3
	F4

If you pressed F3 (Any Receipt):

Enter Sequence number

Press  the green Enter key

REPRINT	Prev	F1
<SEQUENCE#>	Next	F2
<TRANS TYPE >	Print	F3
<TRANS AMOUNT>	Exit	F4

Press **F1** **Prev** to view the previous transaction **OR**

Press **F2** **Next** to view the next transaction **OR**

Press **F3** **Print** to reprint the receipt for the transaction displayed

The receipt will be clearly marked with the word REPRINT.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 4—PROCESSING WIC TRANSACTIONS

COMMUNICATION ISSUES DURING TRANSACTION PROCESSING

After the cashier has completed scanning items and has totaled the order, a customer receipt will always print. The retailer copy will not print until the communication from the terminal driver completes. If a communication error occurs and there is no message from the terminal driver, the terminal screen will display the communication error. The cashier may press any key and the terminal will prompt for the vendor receipt. If no keys are pressed within 5 seconds, the vendor copy will print along with the communication error message. The vendor receipt will also include a message stating that the transaction will be sent during the next host communication: "Data will be sent at next comm. attempt."

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
WIC Purchase	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
1.00 DOZ WILCOX LG EGGS	
1.00 @ \$1.59	1.59
WIC Subtotal:	1.59
Coupon Tend:	0.10-
Vendor Loyalty:	0.02-
Vendor Volume Disc:	0.01-
Commissary:	0.10
WIC Total:	1.56
WIC Vendor Total	1.56
Difference	0.00
CVV Total:	0.00
*** Vendor Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	
GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555	
Date: 2/26/10	Time: 11:34 AM
WIC Purchase	
Terminal ID:	122211
Card Number:	*****0011M
Sequence Number:	00
Cashier ID:	123
Auth Number:	99999
*** Exception ***	
Data will be sent at next comm. attempt.	
*** Cardholder Copy ***	
PLEASE KEEP THIS FOR YOUR RECORDS	
THANK YOU FOR YOUR PATRONAGE	

If the terminal is unable to make successful communication with the host, the terminal will retain the transaction until the next successful host communication. This pending transaction will always be sent first, to avoid the transaction from getting out of sync with the terminal driver. This pending transaction will be resent from the terminal only one time and will print a receipt for the store's records. Note: The cashier can perform a comm test (see next page) to send the pending transaction without having to wait for another WIC transaction.

If the attempt to send the pending transaction is unsuccessful due to no dial tone or no response from the terminal driver, the terminal will hold the transaction until the next successful host communication.

If the attempt to send the pending transaction is unsuccessful due to loss of power to the terminal during transmission, the terminal will hold the transaction until power is restored and until the next successful host communication.

Other exceptions

If there is loss of power to the terminal when only the prescription has been pulled into the terminal, but the purchase transaction has not been completed (orphan purchase), the following will occur:

- If power is restored within 15 minutes, the terminal will send a reversal to release the hold on the prescription.
- If power is restored after 15 minutes, no action will occur.

If the terminal is idle for 10 minutes after a prescription has been pulled into the terminal, the terminal will send a reversal back to the host. This will release the prescription from a "hold" status.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 5—MANAGER FUNCTIONS

Many of the transactions that can be performed from the WIC terminal require a manager sign on. Manager functions can be accessed from any WIC terminal.

PERFORMING A COMMUNICATION TEST

A communication test will enable you to determine if the POS terminal is working properly.

SYSTEM DISPLAY

2/26/10	10:35A	F1
	AUTODL	F2
	JPM WIC	F3
		F4

ACTION

Press

F3

JPM WIC

Sign on if prompted

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

Press **6** for quick set-up

QUICK SETUP	F1
Password:	F2
	F3
	F4

Enter **8430**

Press



the green Enter key

QUICK SETUP	F1
Edit Config	F2
Config Report	F3
Comm Test	F4

Press

F4

Comm Test

Comm Test	F1
Dialing...	F2
	F3
	F4

The terminal will perform a communication test.

QUICK SETUP	F1
Edit Config	F2
Config Report	F3
Comm Test	F4

If the communication test is successful then a receipt will print showing
COMM TEST ACCEPTED

If the communication test fails, this indicates an issue with the phone
line or broadband connection. The following will appear on the screen:

NO DIAL TONE = The terminal does not recognize the dial-up
connection.

IP Transmit Failed = The terminal does not recognize the broadband
connection.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

UPC CONFIGURATION

The UPC Configuration function enables vendors to update prices that are loaded into the POS terminal.

SYSTEM DISPLAY

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

ACTION



Press The last purple key on your terminal.
(The **MANAGER FUNCTIONS** key)

ADMIN	Reports	F1
	Clerk/Manager	F2
	UPC Config	F3
		F4

Press **F4** UPC Config

UPC Config	F1
	F2
Manager ID:	F3
	F4

Enter 3-digit Manager ID

Press  the green Enter key

UPC Config	F1
	F2
Password:	F3
	F4

Enter 4-digit Password

Press  the green Enter key

UPC CONFIG	Prev	F1
<UPC>	Next	F2
<PROD NAME>	Edit	F3
<UNIT PRICE>	Exit	F4

Scan a WIC-approved item. The scanner will beep and flash the green or white LED once to indicate a successful scan and transmission. The item will appear on the terminal screen.

Press **F1** **Prev** to view the previous item **OR**

Press **F2** **Next** to view the next item **OR**

Press **F3** **Edit** to change the product's unit price **OR**

Press **F4** **Exit** to return to the Setup menu

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

UPC CONFIGURATION — continued

SYSTEM DISPLAY

UPC CONFIG	F1
<UPC>	F2
<PROD NAME>	F3
<UNIT PRICE>	F4
New Price: \$0.00	

ACTION


If F3 has been selected to edit a product's price:

Enter New unit price

Press  the green Enter key

UPC CONFIG	Prev	F1
<UPC>	Next	F2
<PROD NAME>	Edit	F3
<NEW UNIT PRICE>	Exit	F4

The new unit price will display.


Press  **Next** to update another UPC, **OR**

Press  **Edit** to edit the product's unit price **OR**

Press  **Exit** to return to Setup menu

UPC CONFIG	YES	F1
	NO	F2
SAVE CHANGES?		F3
		F4

Press  **YES** to save changes, **OR**

Press  **NO** to exit without saving changes.

NOTE: If you press NO, all changes will be removed.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

MANAGER REPORTS

A number of different manager reports are available. The Reports feature is only available from the Manager Function menu. The reports are available for the current and previous day.

Cashier Totals Report

The Cashier Totals Report provides summary information regarding the transactions performed under a particular Cashier ID.

To run a cashier totals report, follow the steps below:

SYSTEM DISPLAY

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

ACTION



Press The last purple key on your terminal.
(The **MANAGER FUNCTIONS** key)

ADMIN	F1
Reports	F2
Clerk/Manager	F3
UPC Config	F4

Press **F2** Reports

REPORTS	F1
Cashier Totals	F2
Term Totals	F3
Vendor Totals	F4

Press **F2** Cashier Totals

Cashier Totals	F1
Cashier ID:	F2
	F3
	F4

Enter 3-digit Cashier ID for a cashier-specific report

Press  the green Enter key

NOTE: For a report that lists all cashiers' activity, press the green Enter key. The terminal will prompt for a Manager ID and Password.

Cashier Totals	F1
Report Date MMDD:	F2
	F3
	F4

Enter Reporting period date in MMDD format (i.e., October 25 = 1025)

Press  the green Enter key

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

Following is an example of a Host Cashier Totals Report:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555		
Date: 2/26/10	Time: 11:34 AM	
Cashier Totals		
Terminal ID:	122211	
Settlement Date:	02/22/2010	
CASHIER: 123		
WIC Checkout:	003	\$36.62
Cents Off Coupons:		\$0.15
Vendor Loyalty:		\$0.06
Vendor Volume Disc:		\$0.03
Commissary:		\$0.16
WIC Reimbursement Total:		\$36.54
WIC Terminal Total:		\$129.85
Difference:		\$93.31
CASHIER: 147		
WIC Checkout:	001	\$1.59
Cents Off Coupons:		\$0.00
Vendor Loyalty:		\$0.02
Vendor Volume Disc:		\$0.01
Commissary:		\$0.03
WIC Reimbursement Total:		\$1.59
WIC Terminal Total:		\$1.59
Difference:		\$0.00
CASHIER: 258		
WIC Checkout:	001	\$6.18
Cents Off Coupons:		\$0.00
Vendor Loyalty:		\$0.02
Vendor Volume Disc:		\$0.01
Commissary:		\$0.03
WIC Reimbursement Total:		\$6.18
WIC Terminal Total:		\$6.18
Difference:		\$0.00
END OF REPORT		

- When initiated from the Reports menu by the manager, the Cashier Totals report provides summary information for all transactions performed by each cashier with activity during the reporting period.
- When printed during the cashier application sign-off process or from the Reports menu by a cashier, the Cashier Totals report provides summary information for all transactions performed by a single cashier during the reporting period.
- Loyalty, Coupon and Commissary (Surcharge) lines only print when particular option is enabled.
- Difference amount is calculated by subtracting the reimbursement total from the terminal total.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

Terminal Totals Report

The Terminal Totals Report provides summary information for all transactions that were performed on the terminal for a 24-hour period. This feature is only available from the Manager Function menu. The reports are available for the current and previous day.

To run a terminal totals report, follow the steps below:

SYSTEM DISPLAY

2/26/10	10:35A	F1
WIC Purchase		F2
Voucher Clear		F3
Balance Inq		F4

ACTION



Press The last purple key on your terminal.
(The **MANAGER FUNCTIONS** key)

ADMIN	F1
Reports	F2
Clerk/Manager	F3
UPC Config	F4

Press **F2** Reports

REPORTS	F1
Cashier Totals	F2
Term Totals	F3
Vendor Totals	F4

Press **F3** Term Totals

Term Totals	F1
Manager ID:	F2
	F3
	F4

Enter 3-digit Manager ID

Press  the green Enter key

Term Totals	F1
Password:	F2
	F3
	F4

Enter 4-digit Password

Press  the green Enter key

Term Totals	F1
Report Date MMDD:	F2
	F3
	F4

Enter Reporting period date in MMDD format ((i.e., October 25 = 1025)

Press  the green Enter key

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

Following is an example of a Terminal Totals Report:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555		
Date: 2/26/10	Time: 11:34 AM	
Terminal Totals		
Terminal ID:	122211	
Settlement Date:	02/22/2010	
TERMINAL: 123		
WIC Checkout:	003	\$36.62
Cents Off Coupons:		\$1.00
Vendor Loyalty:		\$0.06
Vendor Volume Disc:		\$0.03
Commissary:		\$0.20
WIC Reimbursement Total:		\$35.73
WIC Terminal Total:		\$136.40
Difference:		\$100.67
TERMINAL: 567		
WIC Checkout:	001	\$1.26
Cents Off Coupons:		\$0.00
Vendor Loyalty:		\$0.02
Vendor Volume Disc:		\$0.01
Commissary:		\$0.03
WIC Reimbursement Total:		\$1.26
WIC Terminal Total:		\$1.26
Difference:		\$0.00
END OF REPORT		

- The Terminal Totals report provides summary information for all transactions performed for each terminal on a given day.
- Loyalty, Coupon and Commissary (Surcharge) lines only print when particular option is enabled.
- Difference amount is calculated by subtracting the reimbursement total from the terminal total.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

Vendor Totals Report

The Vendor report provides summary information for all transactions performed at a vendor location for a 24-hour period. All cashiers and terminals are included in this report. This feature is only available from the Manager Function menu. The reports are available for the current and previous day.

To run a vendor totals report, follow the steps below:

SYSTEM DISPLAY

2/26/10	10:35A	F1
	WIC Purchase	F2
	Voucher Clear	F3
	Balance Inq	F4

ACTION



Press The last purple key on your terminal.
(The **MANAGER FUNCTIONS** key)

ADMIN	F1
Reports	F2
Clerk/Manager	F3
UPC Config	F4

Press **F2** Reports

REPORTS	F1
Cashier Totals	F2
Term Totals	F3
Vendor Totals	F4

Press **F4** Vendor Totals

Vendor Totals	F1
Manager ID:	F2
	F3
	F4

Enter 3-digit Manager ID

Press  the green Enter key

Vendor Totals	F1
Password:	F2
	F3
	F4

Enter 4-digit Password

Press  the green Enter key

Vendor Totals	F1
Report Date MMDD:	F2
	F3
	F4

Enter Reporting period date in MMDD format (i.e., October 25 = 1025)

Press  the green Enter key

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

Following is an example of a Vendor Totals Report:

GENERAL MARKET 1234 ANY STREET ANYTOWN, ST 555-555-5555		
Date: 2/26/10	Time: 11:34 AM	
Vendor Totals		
Terminal ID:	122211	
Settlement Date:	02/22/2010	
WIC Checkout:	003	\$36.62
Cents Off Coupons:		\$0.15
Vendor Loyalty:		\$0.06
Vendor Volume Disc:		\$0.00
Commissary:		\$0.16
WIC Reimbursement Total:		\$36.57
WIC Terminal Total		\$36.57
Difference:		\$0.00
END OF REPORT		

- The Vendor Totals report provides summary information for all transactions performed for a vendor on a given day.
- Loyalty, Discount, and Commissary (Surcharge) lines only print when particular option is enabled.
- Difference amount is calculated by subtracting the reimbursement total from the terminal total.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 5—MANAGER FUNCTIONS

WIC EBT BALANCING PROCEDURES

The software for the WIC EBT-Only POS terminal has an automated way to balance the daily WIC EBT deposits.

To make sure the daily WIC EBT deposits are correct, do the following:

1. Print the Vendor Totals Report

At the end of the day, or after the terminal close-out time (refer to the State Fact Sheet for this time), print the Vendor Totals Report.

2. Compare the Totals

Compare the WIC Reimbursement Total amount to the store's WIC transaction total. If the amounts equal, the store is in balance.

3. Report any Out-of-Balance

If there is a difference between the Vendor Totals Report and the store records, there may be an out-of-balance situation that needs to be corrected. Call the Vendor EBT-Only Help Desk to request a correction. Correction requests must be filed within four (4) calendar days from the date of the transaction.

BALANCING WITH THE BANK STATEMENT

When Vendors receive their bank statement, they must compare the WIC EBT deposit amounts with the amounts shown on the Vendor Totals Report.

Note: Vendors will not be provided with a monthly statement from JPMorgan EFS showing settlement information. It is the Vendor's responsibility to retain the Vendor Totals Reports and match them up with the monthly bank statement. If Vendors find, when comparing the Vendor Totals Reports to the monthly bank statement, that there has been an over-payment or under-payment, it must be reported within 60 days.

GENERAL CLAIM/ADJUSTMENT INFORMATION

WHEN DO I REQUEST A CLAIM/ADJUSTMENT?

Each business day Vendors must balance or reconcile their transaction receipts with the Vendor Totals Report. If Vendors discover that the net values or amounts of these items do not match, there may be an out-of-balance situation. If this occurs, contact the Vendor EBT-Only Equipment Help Desk.

HOW DO I FILE A CLAIM/ADJUSTMENT REQUEST?

Call the Vendor EBT-Only Help Desk within four (4) calendar days of the transaction date to file an adjustment request. The help desk will collect the necessary information regarding the transaction, including a faxed copy of the receipt, and will submit an adjustment request on the Vendor's behalf. If the error is not reported within four (4) calendar days of the transaction, the request may be denied in accordance with the WIC Operating Rules.

WHAT HAPPENS WHEN A CARDHOLDER FILES AN ADJUSTMENT?

Vendors will be notified if a cardholder has filed an adjustment that may result in a debit to their account. To deny a cardholder claim, Vendors must verify whether goods or cash were given to the cardholder by faxing a copy of the receipt or other supporting documentation (e.g., individual transaction receipt). Documentation is required within two (2) to three (3) business days. If proper documentation is provided within two (2) to three (3) business days, the adjustment request is normally denied and an adjustment is not made.

If the Vendor agrees that the cardholder did not receive goods, if the Vendor does not reply within two (2) to three (3) business days, or if the Vendor cannot provide supporting documentation, the cardholder will be credited and the Vendor's bank account will be debited for the amount of the cardholder's adjustment request.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

CASHIER MAINTENANCE

The Cashier Maintenance menu allows managers to add, delete, or modify cashiers, as well as print cashier reports. The Cashier Maintenance feature is only available from the Manager Function menu.

To enter cashier maintenance, follow these steps:

SYSTEM DISPLAY

2/26/10	10:35A	F1
WIC Purchase		F2
Voucher Clear		F3
Balance Inq		F4

ACTION



Press The last purple key on your terminal.
(The **MANAGER FUNCTIONS** key)

ADMIN	F1
Reports	F2
Clerk/Manager	F3
UPC Config	F4

Press **F3** Clerk/Manager

CLERK/MANAGER	F1
Manager ID:	F2
	F3
	F4

Enter 3-digit Manager ID

Press  the green Enter key

CLERK/MANAGER	F1
Password:	F2
	F3
	F4

Enter 4-digit Password

Press  the green Enter key

CONFIG IDS	F1
Clerk	F2
Manager	F3
	F4

Press **F2** Clerk to add or delete clerk IDs

Press **F3** Manager to add or delete manager IDs

<MENU OPTION>	F1
Add	F2
Delete	F3
	F4

Press **F2** Add OR

Press **F3** Delete

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 5—MANAGER FUNCTIONS

CASHIER MAINTENANCE — continued

SYSTEM DISPLAY

ADD <MENU OPTION>

Enter ID:

F1

F2

F3

F4

ACTION

Enter 3-digit User ID

Press  the green Enter key

ADD <MENU OPTION>

Password:

F1

F2

F3

F4

Enter 4-digit User Password

Press  the green Enter key

ADD <MENU OPTION>

Reenter:

F1

F2

F3

F4

Enter 4-digit User Password again

Press  the green Enter key

Note: If a password needs to be changed, the ID must be deleted and then re-added, using the Add/Delete procedure described above.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 6—EQUIPMENT TROUBLESHOOTING

The first and easiest thing to look for when troubleshooting is to check the connections to the equipment. Plug something else into the outlet to verify it works, and make sure that the power supply to the WIC Transactional terminal and printer are secure. Check the cables connecting to the WIC Transactional terminal, printers and scanner. Please see the Error Messages Chapter for examples of the most common error messages.

WIC EBT POS TERMINAL DISPLAY

IDLE/NO RESPONSE ON THE TERMINAL SCREEN

1. Check the electrical and cable connections to the terminal and at the wall outlet.
2. If connections are secure, unplug the terminal for five (5) seconds and then plug the terminal back into the outlet.
3. Press one of the prompts on the terminal to see if the terminal will allow you to move to the next screen. If so, the equipment is back in working order. If not, call the Vendor EBT-Only Equipment Help Desk.

"PRINTER NOT AVAILABLE" ICON ON TERMINAL SCREEN

1. Check the paper level in the printer. When the printer is low or out of paper, the terminal will not function until the paper is replaced.

MESSAGE SUCH AS: "WAITING FOR LINE," "NO LINE," "NO ANSWER" OR "CANNOT CONNECT" *(for analog phone vendors)*

1. Access the quick set-up menu that's initiated when the #6 key is pressed (see Chapter 5, Performing a Communication Test).
2. Check the telephone line cable at the terminal and the wall jack.
3. Power-down the terminal.
4. Test the telephone line by plugging a hand-held telephone into the line from which the terminal runs; there should be a clear dial tone without any interruptions, static, party line, or breaks in the tone.
5. Reconnect the telephone cable into the terminal.
6. Power-up the terminal and log back on.

MESSAGE SUCH AS: "IP TRANSMIT FAILED" *(for broadband vendors)*

1. Make sure network connections are secure.
2. Reboot the terminal.

3. Verify that the green light on the back of the terminal is lit and solid.
4. Verify that the yellow light on the back of the terminal is flashing.
5. Access the quick set-up menu that's initiated when the #6 key is pressed and perform a communication test (see Chapter 5 - Performing a Communication Test).

SCANNER INFORMATION

In order to ensure that your Metrologic or Honeywell scanner works properly:

- Don't place the scanner or terminal near an electronic demagnetizer pad.
- Don't disconnect the scanner while the terminal is on.
- If the scanner becomes disconnected during a WIC transaction, re-connect the scanner and press the F2-List function and then press the F4-Exit function. The cashier can resume scanning.
- If the scanner becomes disconnected from the terminal and no items have been scanned, press the F2-LIST function. The terminal will display No Items. The cashier can start scanning.
- If you have a power surge or fluctuation, power-down the terminal for five seconds then power-up. Reset the scanners using the appropriate reset barcodes, if needed.

Metrologic Scanner – Reset

- Scan each of the below bar codes (top one first); the scanner will beep 3 times.
- Sign onto the terminal (if not already signed on), then

RECALL DEFAULTS



XMIT UPC-E Checkdigit



press the purple Report key.

- Press F4 for UPC Config.
- Enter the manager ID, then press the green Enter key.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 6—EQUIPMENT TROUBLESHOOTING

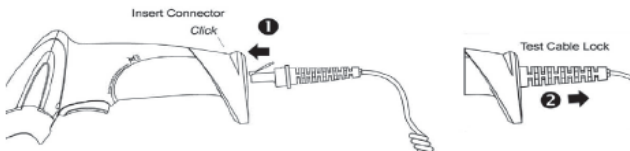
- Enter the manager password, then press the green Enter key.
- Scan a WIC-approved item's bar code. The item should appear on the terminal screen.
 - If the item appears on the terminal screen, then the scanner is working properly.
 - If the item does not appear on the terminal screen, then the scanner is malfunctioning and will need to be replaced. Contact the Vendor EBT-Only Equipment Help Desk.

Metrologic Scanner – Cable Installation and Removal

Installation

Important: If the cable is not fully latched, the unit can power intermittently.

- Power-down the terminal.
- Plug the 10-pin RJ45 end of the cable into the 10-pin socket on the scanner. There will be an audible click when the connector lock engages.
- Gently pull on the cable strain relief to insure the cable is securely installed.
- Plug the other end of the scanner cable into the port on the back of the terminal.
- Power-up the terminal; there will be a series of beeps.

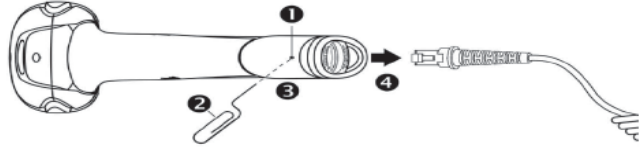


Removal

Important: Before removing the cable from the scanner, power-down the terminal.

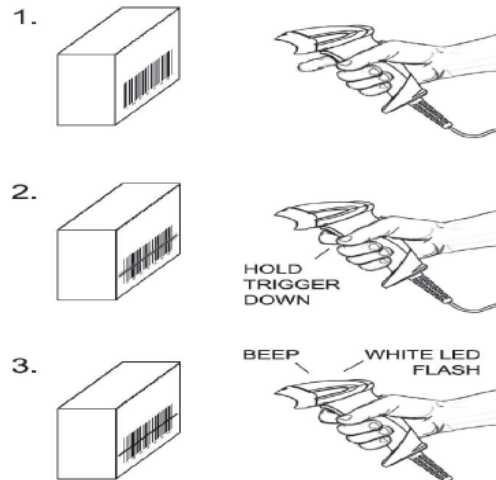
- Locate the small dimple on the handle of the unit near the cable connection.
- Bend an ordinary paperclip into the shape shown below.
- To release the cable lock, push the end of the paperclip through the rubber on the handle where the dimple is located.
- There will be an audible click when the connector lock

releases. Pull gently on the strain-relief of the cable to separate the cable from the scanner.



Metrologic Scanner – Scanning with the Manual Activation Mode

- Aim the scanner at the bar code.
- Pull and hold down the trigger to turn on the laser, scan, and transmit the bar code.
- The scanner will beep and flash the white LED once to indicate a successful scan and transmission.



Honeywell Scanner – Reset

- Scan the below bar code; the scanner will beep once



Standard Product Default Settings

- Sign onto the terminal (if not already signed on), then press the purple Report key.
- Press F4 for UPC Config.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY RETAILERS

CHAPTER 6—EQUIPMENT TROUBLESHOOTING

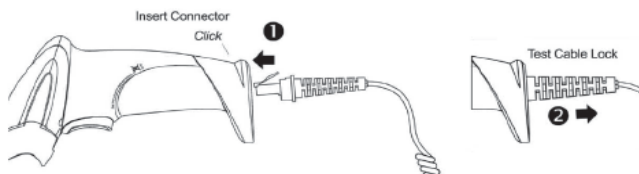
- Enter the manager ID, then press the green Enter key.
- Enter the manager password, then press the green Enter key.
- Scan a WIC-approved item's bar code. The item should appear on the terminal screen.
 - If the item appears on the terminal screen, then the scanner is working properly.
 - If the item does not appear on the terminal screen, then the scanner is malfunctioning and will need to be replaced. Contact the Vendor EBT- Only Equipment Help Desk.

Honeywell Scanner – Cable Installation and Removal

Installation

Important: If the cable is not fully latched, the unit can power intermittently.

- Power-down the terminal.
- Plug the 10-pin RJ45 end of the cable into the 10-pin socket on the scanner. There will be an audible click when the connector lock engages.
- Gently pull on the cable strain relief to insure the cable is securely installed.
- Plug the other end of the scanner cable into the port on the back of the terminal.
- Power-up the terminal; there will be a series of beeps.



Removal

Important: Before removing the cable from the scanner, power-down the terminal.

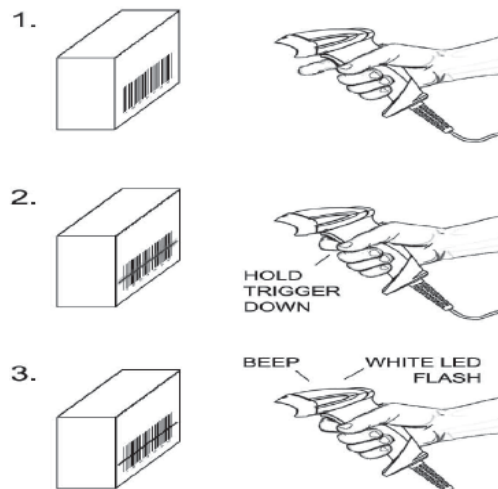
- Locate the small dimple on the right-hand side of the handle when the front of the scanner unit is facing away from you.
- Bend an ordinary paperclip into the shape shown below.
- To release the cable lock, push the end of the paperclip through the rubber on the handle where the dimple is located.

- There will be an audible click when the connector lock releases. Pull gently on the strain-relief of the cable to separate the cable from the scanner.



Honeywell Scanner – Scanning with the Manual Activation Mode

- Aim the scanner at the bar code.
- Pull and hold down the trigger to turn on the laser, scan, and transmit the bar code.
- The scanner will beep and flash the green LED once to indicate a successful scan and transmission.



Honeywell Scanner – Troubleshooting

The scanner automatically performs self-tests whenever you turn it on. If your scanner is not functioning properly, review the following Troubleshooting Tips to try to isolate the problem.

Is the power on? Is the red aiming illumination light on? If the red aiming illumination line isn't illuminated, check that:

- The cable is connected properly.
- The host system power is on (if external power isn't used).

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 7—FREQUENTLY ASKED QUESTIONS AND ANSWERS

WHAT IF THE CUSTOMER'S WIC EBT CARD GETS LOST OR STOLEN?

- Cardholders need to report lost or stolen cards to the toll-free Participant Customer Service number listed in the materials they received. Participant Customer Service is staffed 24 hours a day, 7 days a week.

HOW DO CARDHOLDERS KNOW WHAT THEIR BALANCES ARE?

- They can call the toll-free Participant Customer Service number.
- They can perform a balance inquiry transaction at the EBT POS terminal.

WHAT HAPPENS WHEN A CARDHOLDER DISAGREES WITH THE ACCOUNT BALANCE?

- The cardholder should contact their local WIC clinic.

CAN I SUPPORT ALL WIC-APPROVED CARDS IN MY STORE?

- You will be able to accept cards from those agencies for which you have been authorized.

WHAT DOES IT MEAN IF THE WIC EBT POS TERMINAL SAYS "INVALID PIN"?

- There are a limited number of chances to correctly enter the PIN (see the Personal Identification Number (PIN) Chapter). Exceeding the allowed number of chances will lock the cardholder out of the account until after 12:01 a.m. Eastern Time Zone the next calendar day. See your WIC Fact Sheet for your WIC Agency's allowed number of PIN-entry chances.

WHAT IF A CARDHOLDER CANNOT REMEMBER THEIR PIN—HOW CAN IT BE FOUND?

- Have the cardholder call the toll-free Participant Customer Service telephone number for assistance.

WHEN CARDHOLDERS' CARDS ARE DAMAGED, WHAT DO I DO?

- They may still access their benefits by manually key-entering their card number at the WIC POS terminal and then entering their PIN. The cardholder's card must be present and in one piece at the POS terminal in the check out lane. Advise them to call the toll-free Participant Customer Service number for instructions on replacing their card.

CAN CARDHOLDERS RETURN WIC EBT PURCHASES TO THE STORE DUE TO SPOILAGE OR DAMAGE?

- You can exchange the food item for an identical item if it is spoiled or past-dated. You cannot credit the WIC EBT card or provide a cash refund. Follow the WIC Program Policies and Guidelines, as you did prior to EBT.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 8—OFFLINE WIC PROCESSING PROCEDURES

Your WIC Agency may choose to offer vendors the option to use manual voucher when WIC POS equipment is unavailable.

The vendor's option to participate in the offline transaction process is included as part of the J.P. Morgan EFS Vendor Agreement that you signed.

WHEN TO PROCESS A TRANSACTION OFFLINE/MANUALLY

Note: Offline transactions can **ONLY** be used if the cardholder has a sufficient quantity/balance available, verified through the Offline Voucher Authorization phone number.

It is important to note that some WIC Agencies may limit the type or quantity of items that may be purchased using the offline voucher process. Check your WIC Fact Sheet for more information. A vendor will use the offline WIC transaction process only when authorization for the WIC EBT equipment is not working. For example, an offline transaction may be processed if:

- The WIC EBT equipment is not functioning and the vendor is able to contact the Offline Voucher Authorization phone number listed on the WIC Fact Sheet, as well as on the back of the cardholder's card, for an authorization number (refer to *If the WIC EBT Equipment is Not Working at the Time of Purchase*).

J.P. MORGAN EFS OFFLINE WIC AUTHORIZATION		No. 123456
Important! Authorizations must be cleared on the POS device within 5 calendar days of the purchase or funds will not be reimbursed.		
____/____/____ : ____		____/____/____ : ____
Transaction Date, Time		Cleared Date, Time
WIC Vendor Number _____ / _____		
Store Name (Please Print Legibly) _____		
Address _____		
City / State / Zip _____		
Phone Number _____		
Authorization Reason _____		
Supervisor / Clerk Signature _____		
UPC #1 _____ Qty _____		
Requested Price \$ _____ Approved Price \$ _____		
UPC #2 _____ Qty _____		
Requested Price \$ _____ Approved Price \$ _____		

Card Number _____

Cardholder Name (Please Print Legibly) _____

____/____/____

By signing this authorization, I believe that WIC benefits are available for the full amount of this transaction.

\$ _____ Purchase Amount Authorization Number _____

Presentation of this authorization by the WIC Vendor is prohibited if the phone authorization was denied.

WHITE – Cardholder Copy; YELLOW – WIC Vendor Copy

J.P. Morgan EFS will provide vendors with J.P. Morgan EFS Offline WIC Vouchers free of charge. All completed J.P. Morgan EFS Offline WIC Vouchers must be cleared electronically through the POS terminal as soon as possible after the POS terminal is returned to full operation. Note: Voucher authorizations place a hold on the customer's account. The vendor will not be reimbursed unless the voucher is cleared within five days from the date of the transaction. J.P. Morgan EFS will replenish the vendor's supply of J.P. Morgan EFS Offline WIC Vouchers as needed. If a vendor runs low on J.P. Morgan EFS Offline WIC Vouchers, they should call the Vendor General Information phone number listed on the WIC Fact Sheet.

WIC EBT offline transaction cannot be processed without an original J.P. Morgan EFS Offline WIC Voucher, as they are individually numbered. Therefore, a vendor should ensure that there is a sufficient number of J.P. Morgan EFS Offline WIC Vouchers available at the vendor location.

IF THE WIC EBT EQUIPMENT IS NOT WORKING AT THE TIME OF PURCHASE

The following procedures should be followed when processing an offline WIC EBT transaction when the WIC EBT-Only equipment is not working and telephone authorization is available from the Offline Voucher Authorization telephone number at the time of purchase. If an authorization number is not received for the transaction at the time of the purchase, the vendor is liable for the amount of the purchase and will not be reimbursed for the purchase.

Step 1. Prepare the J.P. Morgan EFS Offline WIC voucher (the voucher is a two-part form with a unique number printed in the upper right hand corner).

Step 2. Complete all sections of the voucher except for the authorization number section, the amount and the signatures. The authorization number and the signatures

CHAPTER 8—OFFLINE WIC PROCESSING PROCEDURES — continued

will be filled in after the telephone call to the J.P. Morgan EFS Offline WIC Voucher Authorization telephone number, if the transaction is approved. It is important to know the UPC/PLU of the item that is being requested for purchase manually. This should be written in on the WIC EBT Offline voucher in the space provided on the bottom right-hand of the document.

Step 3. Place the telephone call to the Offline Voucher Authorization telephone number found on the WIC Fact Sheet, as well as on the back of the cardholder's card.

Step 4. Customer Service will ask the caller the following information:

- 1) The vendor's seven-digit unique WIC Vendor ID number; see the WIC Fact Sheet for information on where to obtain this number;
- 2) The six-digit J.P. Morgan EFS Offline WIC Voucher number (from the upper right corner);
- 3) The cardholder's entire WIC EBT card number; and
- 4) The UPC numbers for the items that are being requested to be purchased.

J.P. Morgan EFS Customer Service will then approve or deny the purchase. If the purchase is approved, Customer Service will give the caller an authorization number for the purchase. The authorization number must be written on the J.P. Morgan EFS Offline WIC Voucher, then proceed to Step 5a. If the authorization is denied, the transaction cannot be completed but Customer Service will be able to provide available balance information to the vendor. If the cardholder does not have any available balance or is requesting an invalid UPC/PLU, the authorization will be denied. Do not fill out the rest of the J.P. Morgan EFS Offline WIC Voucher. Proceed to Step 5b.

APPROVED

Step 5a. If the transaction is approved, write the authorization number on the J.P. Morgan EFS Offline WIC Voucher in the area provided and fill in the exact authorized unit quantity. Then, both the cardholder and the vendor supervisor/clerk are to sign the voucher in the areas as marked. The vendor should verify the signature on the back of the card against the signature on the signed voucher. Verify that the correct date and time are entered. The J.P. Morgan EFS Offline WIC Voucher must be cleared within five days from the date of the transaction. Proceed to Step 6.

OR DENIED

Step 5b. If the transaction is denied, the vendor cannot finish completing the J.P. Morgan EFS WIC Offline

Voucher. If the purchase is denied because of insufficient balance, Customer Service will disclose the cardholder's current balance. If the cardholder does not have the available balance for items in their account, then you cannot complete the transaction. If the cardholder would like to revise their purchase after confirming their available balance, the vendor must place another call to the Offline Voucher Authorization telephone number to get an authorization number for the new unit amount of purchase. If the vendor is given an authorization number, go back to Step 5a.

Step 6. Give the cardholder the top copy (white) of the J.P. Morgan EFS Offline WIC Voucher. The bottom copy (yellow) of the J.P. Morgan EFS Offline WIC Voucher is retained by the vendor. The vendor is required to keep the yellow copy of the J.P. Morgan EFS Offline WIC Voucher for 6 months, as specified in the J.P. Morgan EFS Vendor Agreement.

Step 7. Once the vendor's POS terminal is returned to full functionality, the offline voucher must be cleared electronically through the POS terminal (See the Processing WIC Transactions Chapter, Voucher Clear Section).

If a vendor wants to ensure that they will receive reimbursement for an authorized offline transaction, the authorization number must be obtained at the time of purchase and the J.P. Morgan EFS Offline WIC Voucher must be cleared electronically within five days from the date of the transaction.

ASSOCIATED LIABILITIES WITH OFFLINE TRANSACTIONS

Potential liabilities associated with the procedures in the section, *If the WIC EBT Equipment Is Not Working at the Time of Sale*, are as follows.

If a vendor calls the Offline Voucher Authorization telephone number and receives an authorization number for the offline WIC transaction, no liability exists for the vendor. The vendor is guaranteed payment for the amount authorized by J.P. Morgan EFS provided that: 1) the authorization number appears on the J.P. Morgan EFS Offline WIC Voucher; 2) the J.P. Morgan EFS Offline WIC Voucher is completed properly; 3) all parties (customer and supervisor/clerk) have signed the voucher; and 4) the J.P. Morgan EFS Offline WIC Voucher is electronically cleared with J.P. Morgan EFS within five days from the date of the transaction. Note: All authorizations must occur at the time of the purchase.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 8—OFFLINE WIC PROCESSING PROCEDURES — continued

If the J.P. Morgan EFS Offline WIC Voucher is not completed properly or is not electronically submitted to J.P. Morgan EFS for processing within the designated timeframe, then the vendor will not receive payment because the authorization number for the offline transaction will expire. When the authorization number expires, the units that were being held to reimburse the vendor are released and again become available to the cardholder.

PLEASE NOTE: If the vendor cannot call the Offline Voucher Authorization telephone number for a offline authorization at the time of the purchase, the liability for the full amount of the transaction rests solely with the vendor.

Important: The vendor must obtain both the cardholder's and supervisor/clerk's signatures on the J.P. Morgan EFS Offline WIC Voucher at the time of the purchase.

If a vendor has a specific question or concern about the offline processing procedures or about a particular J.P. Morgan EFS Offline WIC Voucher, the vendor should call the Offline Voucher Authorization telephone number for assistance.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 9—AUTOMATED CLEARING HOUSE (ACH)

WHAT IS ACH?

The Automated Clearing House (ACH) is a facility that processes debits and credits between financial institutions electronically. In the WIC EBT program, the ACH will process transactions that occur between J.P. Morgan EFS and vendors. The ACH process will be used to reimburse vendors for benefits provided to cardholders at vendor locations. Cardholder transaction activity (i.e., purchases) will be captured on the WIC EBT terminals located at vendor locations. The transaction activity will be transmitted to J.P. Morgan EFS when the transaction occurs. The terminal-driving vendor will transmit a daily file to the ACH, which will reimburse vendors for transactions. The ACH will forward the reimbursements electronically to vendors' banks for processing and posting.

WHEN ARE ACH REIMBURSEMENTS AVAILABLE AT MY BANK?

An ACH reimbursement is generated daily by the terminal-driving vendor. The terminal-driving vendor passes the reimbursement request to the ACH; the ACH then passes the net reimbursement amount to the vendor's bank for posting to the vendor's account. Typically, the entire process takes two banking days. An example of how reimbursements flow through the system is shown at the end of this section.

HOW WILL A VENDOR KNOW IF THE AMOUNT OF THE REIMBURSEMENT IS CORRECT?

The reimbursement the vendor will receive will equal the net of all WIC EBT transactions performed within a calendar day's activity (e.g., 7:00 a.m. to 7:00 a.m., Eastern Time Zone). This is a fixed batch cycle, which means that the closeout time cannot be changed and the process is done automatically. The vendor does not need

to initiate a release to prompt this closeout. For example, all transactions performed on Monday, the 1st, from 7:01 a.m. Eastern Time, to Tuesday the 2nd at 7:00 a.m. Eastern Time, will be automatically closed out at 7:00 a.m. Eastern Time on Tuesday. The vendor can also initiate a Daily WIC EBT Totals Report through the POS terminal on Tuesday, the 2nd, after 7:01 a.m. This report will equal the net total of all transactions performed from Monday's closeout time at 7:00 a.m. to Tuesday's closeout time at 7:00 a.m. This will equal the amount that will appear as a deposit in the vendor's bank account on Wednesday, the 3rd. If a reimbursement does not arrive at a vendor's bank on the day the reimbursement is anticipated to arrive, the vendor should wait one more day and then contact the Vendor EBT-Only Equipment Help Desk. The Help Desk will research the problem and help resolve the problem.

Refer to your WIC Fact Sheet for the terminal closeout time in your State.

WHAT IF A VENDOR CHANGES BANKS OR BANK ACCOUNT NUMBER?

It is critical that J.P. Morgan EFS have correct banking information for a vendor. If J.P. Morgan EFS does not have the correct banking information, an ACH reimbursement credit can be rejected or delayed. A vendor may have to wait several days for the credit depending on the problem.

If a vendor plans to change banks or the bank account number, that vendor must notify J.P. Morgan EFS immediately. A vendor will be instructed to submit the change in writing. Therefore, the vendor must report the bank account changes at least 30 business days prior to the effective date of change to ensure their account will be reimbursed on a timely basis. Call the Vendor General Information phone number for further information.

MONDAY/TUESDAY	TUESDAY	TUESDAY	WEDNESDAY
07:01 a.m. – 7:00 a.m.	7:00 a.m.	6:00 p.m.	7:30 a.m.
The vendor performs a WIC EBT transaction via the EBT terminal.	The terminal is automatically closed out and the EBT transactions from the previous day are calculated.	The ACH file is transmitted to the Federal Reserve Bank. The Federal Reserve Bank processes the file later in the day.	The vendor's bank receives reimbursements from ACH. The funds will be posted to the vendor's account per their bank's schedule later in the day.

Note: All times are Eastern Time Zone.

CHAPTER 10—SIGNAGE AND SUPPLIES

SIGNAGE

The only signage required for the WIC EBT program are window and lane decals. J.P. Morgan EFS will provide each vendor location with the decal(s) that must be placed on either the front entrance door or on the front window to inform customers that their WIC EBT cards will be accepted. If all lanes are not equipped with WIC POS equipment, signage must indicate which lanes accept the WIC EBT card. In this way, customers would look for the WIC EBT sign as other customers look for a Quest®, MasterCard® or VISA® logo at a vendor location.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 11—ERROR MESSAGES

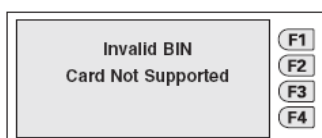
Following are examples of common error messages you may see during day-to-day transaction processing, along with an explanation of the error and suggestions to avoid/correct them. If you receive an error that is not shown below and/or need further assistance, please call the Vendor Customer Service number shown on your WIC Fact Sheet.

SYSTEM DISPLAY

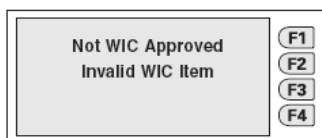


EXPLANATION

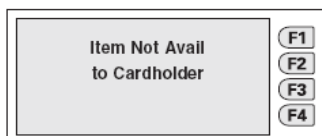
The system did not recognize the PIN entered. If the cardholder enters an incorrect PIN for a limited number of consecutive times, their account will be locked until midnight Eastern Time. The allowed number of incorrect PIN entries can be found on your WIC Fact Sheet.



The card number read by the terminal was not recognized by the system. If this message is received after inserting the card again, try manually entering the card number. If the message continues, the cardholder should contact Participant Customer Service or their WIC Clinic.

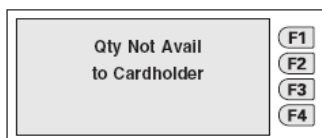


The item scanned/entered was not found on the database. This means that the system does not consider the item to be a valid WIC-eligible item. If, after consulting a WIC Food Card, you believe the item being purchased is WIC eligible, contact the State WIC Vendor Office.

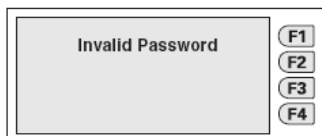


Although the item is WIC eligible, the cardholder does not have this item available in their WIC benefits. This can occur when:

- The cardholder was never issued benefits for the item; or
- The cardholder's remaining balance for this item is zero



The cardholder must either purchase a smaller size of the item (if WIC eligible) or they cannot purchase that particular item. The cardholder may be able to find a different brand/size of a similar item for purchase that is WIC eligible.



This error is shown when a manager or cashier enters an invalid password.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 12—GLOSSARY OF WIC EBT PROGRAM TERMS

Authorization Number The number returned from the J.P. Morgan EFS host computer to approve a WIC EBT transaction. A customer service representative for offline authorization can give an authorization number to vendors.

Automated Clearing House (ACH) ACH is a facility that processes electronic debits and credits between financial institutions. The ACH process will be used to reimburse vendors for benefits extended to customers who have purchased WIC items using WIC EBT cards.

Balance Inquiry A non-financial transaction that allows the WIC EBT cardholder to obtain the current balance in their WIC benefit account.

Buy One, Get One A coupon that enables a customer to receive a free item with the purchase of the same item.

Cardholder or Participant An individual entitled to WIC benefits by the WIC Agency.

Card Reader Located on the front right side of the terminal, it reads the card number off the magnetic stripe on the back of the WIC EBT card when the card slides through the slot on the POS terminal.

Cash Value Benefit (CVB) A cash benefit used to purchase fruits and vegetables at a WIC authorized retailer.

Cashier ID A 3-digit number that identifies each cashier uniquely to the POS terminal.

Cents-Off A coupon that provides a designated cash discount off an item's retail price.

Close-out Time Automatic time the EBT-only terminal will use to calculate a calendar day's activity.

Communications Transmission of information between a POS terminal and the terminal-driving vendor. Communication takes place over telephone lines.

Coupon A certificate accompanying a product that is exchanged for a reduction in purchase price.

Display Visible presentation of data on the POS terminal.

EBT Card Electronic Benefits Transfer card. A benefit card that is issued to eligible WIC cardholders to access WIC benefits via WIC EBT equipment located at WIC-authorized vendor outlets.

EBT Card Account Number The account number that appears on the WIC EBT card.

Hand Scanner The scanner that is used to read UPC/bar-codes from items.

Hardware The WIC EBT equipment (WIC EBT POS terminal/prINTER, Hand-held scanner) installed at vendor locations that is used to process WIC EBT transactions.

Host Computer The J.P. Morgan EFS mainframe computer that records all activity from the WIC EBT equipment installed at vendor locations. The host computer transmits the approvals and/or denial messages back to the WIC EBT equipment.

Idle Prompt Message that is displayed on the terminal display window when the terminal is not processing a transaction.

J.P. Morgan EFS J.P. Morgan Electronic Financial Services.

Lockout If the cardholder enters the wrong PIN, they will have a limited number of chances to enter the correct number. If the correct PIN has not been entered on the last attempt, the cardholder will not be able to access their benefits until 12:01 a.m. Eastern Time Zone the next calendar day. (See your WIC Fact Sheet for the number of PIN attempts.)

Magnetic Stripe Black stripe on the back of the WIC EBT card that contains information needed to process a WIC EBT transaction.

Net Reimbursement Payment The WIC total as identified on the VENDOR TOTALS CURRENT report shown in the Vendor Reports Section of this manual.

Offline Transaction An offline WIC EBT transaction that can occur only when online authorization cannot be obtained. Each offline transaction requires a J.P. Morgan EFS Offline WIC Voucher and an authorization number from J.P. Morgan EFS. The authorization number must be written on the J.P. Morgan EFS Offline WIC Voucher. Also, the customer's and vendors clerk's signatures must be on the voucher.

Offline Voucher Authorization A 24-hours a day, 7-days a week, toll-free number that vendors can call for offline authorizations and assistance. Refer to your WIC Fact Sheet for the Offline Voucher Authorization telephone number. Also found on the back of the WIC EBT card, defined as Vendor/Manual Authorization.

Offline WIC Voucher The form that must be completed whenever a offline transaction occurs. The voucher certifies that the cardholder received the benefits listed on the voucher. The voucher will be used to reimburse the vendor for the amount of the transaction.

Participant or Cardholder An individual entitled to WIC benefits by the WIC Agency.

WIC EBT Equipment Operations Manual

WIC EBT-ONLY VENDORS

CHAPTER 12—GLOSSARY OF WIC EBT PROGRAM TERMS — continued

Participant Customer Service Number A 24-hours a day, 7-days a week, toll-free number located on the back of the WIC EBT card and within all printed cardholder-training materials. Cardholders can call for assistance and for balance inquiries.

Password A 4-digit number that allows the vendor/manager/clerk access to terminal functions.

Personal Identification Number (PIN) Four-digit number used in conjunction with the WIC EBT card to obtain WIC benefits. The PIN is considered an electronic signature—the cardholder's secret code.

PLU (Price Look Up) A code that vendors associate with food items within their store that do not have UPC/barcodes, such as fresh bulk carrots.

Pre-Loaded Managers have loaded the prices into the WIC terminal through the manager functions.

Printer The integrated printer of the POS device that prints cardholder and vendor receipts/ reports.

Receipt A paper record of a transaction. Specific versions of receipts are printed for cardholders and vendors.

Reprint A function that generates a duplicate receipt for a previous transaction.

Slide/Swipe To insert and remove a WIC EBT card into the reader of a terminal so that information can be read from its magnetic stripe.

Site Info Site information (name, address, etc.).

Terminal Processing Vendor (J.P. Morgan EFS) Vendor that provides WIC EBT-only terminal software for the J.P. Morgan-provided equipment. This terminal processing vendor's computer system communicates directly with the WIC EBT-only equipment at the vendor location and with J.P. Morgan EFS' host. The terminal processing vendor provides WIC EBT ACH reimbursement directly to the vendor. Typically the terminal processing vendor provides vendor help desk services for the WIC EBT-only equipment.

Terminal ID Unique number for each terminal in a vendor location. This ID can be found on the terminal.

Terminal Power Pak Electrical cord connecting the terminal to an electrical outlet with a transformer attached.

Transaction A collection of related electronic messages normally concluded by a debit from or credit to an

account. Can also include a balance inquiry or a denial.

Troubleshooting A term used by Customer Service Representatives when working with vendors trying to diagnose and solve problems over the telephone.

UPC (Universal Product Code) A number and barcode that identify an individual product.

Vendor A store/merchant location that is authorized by the WIC Agency to participate in the WIC program. Each unique location is considered to be a different vendor, even if they are part of the same chain or owned by the same person.

Vendor EBT-Only Equipment Help Desk A 24-hours a day, 7-days a week, toll-free number that vendors can call for assistance with J.P. Morgan-provided equipment. Vendors will call this number when equipment is malfunctioning, with questions concerning daily settlements or their ACH reimbursement.

Vendor Quick Reference Guide A handy, step-by-step reference guide used to aid vendors in terminal procedures.

Vendor General Information Phone Number Vendors can call this number for information regarding the WIC Agency-specific rollout schedule, contracts, and initial equipment installation. Refer to your WIC Fact Sheet for the Vendor General Information phone number.

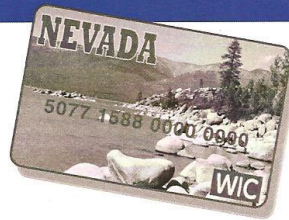
WIC The USDA/Food and Nutrition Services Special Supplemental Nutritional Program for Women, Infants and Children.

WIC Food Card The document provided by the WIC Agency that explains the types of foods the participant can purchase.

NOTES

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Nevada EBT Fact Sheet



EBT Benefit Programs:

Food Stamps, Cash Benefits, and Women, Infant, Children (WIC)

Responsible State Agency:

Food Stamps/Cash:

Nevada State Welfare Division (NSWC)

WIC:

Nevada WIC Program

Card Name:

Nevada QUEST Card or Nevada WIC Card

BIN Info:

Nevada QUEST Card Number Begins With:

507715

Nevada WIC Card Number Begins With:

50771580 - 50771588 for NV WIC Participants and
50771589 for the ITCN Participants

To Report Lost and Stolen Cards, Call:

1 (866) 281-2443

Cardholder Customer Service:

Nevada QUEST Card Customer Service:

1 (755) 684-7200 or 1 (702) 486-1646
During normal business hours these numbers may
also be reached toll-free by calling 1 (800) 992-0900.

Nevada WIC Card Customer Service:

1 (866) 281-2443

Retailer Help Desk:

EBT-Only (State Provided) Equipment:

1 (800) 266-1033

Integrated Equipment:

Call your third-party processor

Manual Voucher Authorization Number:

1 (866) 281-2445

Retailer General Information Number:

1 (800) 350-8533

Terminal Close-out Time:

2:30 a.m. Pacific Time

Recipient Card Issuance Process:

Food Stamps/Cash:

Over-the-counter with the option for limited mail-out;
over-the-counter issuance for expedited benefits

WIC:

Initial cards are issued over-the-counter. Replacement
cards will be mailed.

Number of PIN Tries Before "Lockout":

4 (four)

For more information, please visit the JPMorgan EBT Retailer Resource Site at www.ebtretailerinfo.jpmorgan.com

Benefit Issuance Cycle:

FS/Cash: Food Stamps and Cash Benefits are issued on the first of the month. This includes weekends and holidays.

WIC: WIC Benefits are issued daily throughout the month. This includes weekends and holidays.



If the retailer sees the image above, they have mistakenly pressed the F key associated w/ AUTODL on the idle/VMAC screen instead of JPM WIC. To get back to the JPM WIC screen, they simply need to press the * key (above the red X key). This will take them back to the menu where JPM WIC is displayed.

Several retailers have informed JPM that periodically the terminal will freeze up when scanning items and not allow additional items to be scanned. The workaround for this is to press the F2 key which should be associated w/ the LIST function on the checkout screen. This should display the first item scanned. The merchant will then need to press the F4-EXIT key to return to the checkout screen. This should allow additional scanning of items and completion of the transaction.



If a retailer calls in stating they cannot accept short UPC barcodes (8 digits) and have a **Metrologic gray scanner**, they will need to scan a barcode which will set this parameter into each terminal they have on-site.

- Scan each of the below bar codes (left one first); the scanner will beep 3 times



- Sign onto the terminal (if not already signed on), then press the purple Report key
- Press F4 for UPC Config
- Enter the manager ID, then press the green Enter key
- Enter the manager password, then press the green Enter key
- Scan a WIC-approved item's bar code. The item should appear on the terminal screen.
 - **If the item appears on the terminal screen, then the scanner is working properly.**
 - **If the item does not appear on the terminal screen, then the scanner is malfunctioning and will need to be replaced.**

This barcode can also be accessed at <http://www.ebtretailerinfo.jpmorgan.com/>. It's located under the documents tab as **WIC Scanner Reset – Metrologic**.

Section 10

Frequently Asked Questions

Where to get More Information

Frequently Asked Questions

Many times problems that arise with WIC Food Instruments can be handled easily with the right answers. The following are the most commonly asked questions of the State WIC Program and the solution to each:

Question – Over the weekend a WIC customer brought back some infant formula and said her baby was allergic to it – is an exchange okay?

Answer – NO! Infant formula may not be exchanged or refunded. The customer must be referred to the WIC clinic. (EXCEPTION: If a WIC participant purchases formula which is later found to be defective, he/she may exchange it **for the exact same formula.**)

Question – If the boxes of cereal do not add up to 36 ounces, is it okay to go over by a few ounces?

Answer – No, The Food Instrument states 36 ounces or less.

Question – Can WIC customers buy any size milk as long as it adds up to what is on the Food Instrument?

Answer – No, If it says 1 gallon, they are required to get the gallon size not 2 half gallons or any other combination.

Question – I have tried to scan a box of cereal that I know is an approved WIC item and it will not go through, what can I do?

Answer – There may be several reasons that the cereal will not scan:

1. Is the box between 12 and 36 ounces?
2. Does the participant have enough ounces left on their card to cover the number of ounces contained in the box?
3. Has someone recently unplug the scanner on the POS Terminal without powering down? If so you will need to scan the barcodes provided to reset the scanners and try again.

If the item still will not scan, you will need to complete the form provided by the state to add a UPC code. A copy of this form is included in this handbook, or can be found on the State of Nevada WIC Webpage at http://health.nv.gov/WIC_VendorInfo.htm.

Where to get More Information

Local WIC offices can help vendors if questions or problems arise. Vendors can contact the local WIC office in their area (listed in Table 1 of the Appendix) or through the State WIC Office. Local WIC offices move from time to time, so if you get no response with the clinic phone numbers contact the State Office. In addition, some of the rural clinics are part-time clinics. If you wish to contact the Nevada State WIC Program, phone (775) 684-5942 or write to this address:

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
HEALTH DIVISION
4126 Technology Way Suite 102
Carson City, Nevada 89706
775.684.5942 * 775.684.4246**

http://health.nv.gov/WIC_VendorInfo.htm

Section 11

Vendor Management Policies and Procedures

Violations and Sanctions

Termination of Vendor Contract

Vendor Appeals

Food Stamp Disqualification

Vendor Selection & Limiting Criteria

Policy: Staff shall determine a violation system to determine the types of abuse that vendors commit. Staff shall also determine the level of sanctions to be applied against vendors based on the severity and nature of the program violations observed.

The state agency must sanction Vendors that violate program regulations and policies by imposing monetary claims, civil money penalties, suspensions, terminations or disqualification from the WIC program, or any combination of sanctions. Vendor violations may be intentional or unintentional, both are subject to sanctions. The state agency may report Vendors who commit fraud and/or abuse of the WIC program to federal, state, or local authorities for prosecution under applicable statutes. In addition, any vendor disqualified from the **USDA Food Stamp Program/SNAP/Supplemental Nutrition Assistance Program (SNAP)** will also be **automatically disqualified** as a WIC vendor.

The state agency may sanction vendors for a combination of violations, or any violation within the terms of the Vendor contract, federal or state statutes or regulations, WIC program policies and procedures.

Sanctions imposed by the state agency shall not be interpreted as a substitute for any other criminal or civil sanction, penalty, or remedy applicable under any federal, state or local laws.

Violations and sanctions accumulated by Vendors from previous contract periods will impact Vendor qualifications for authorization in subsequent contract periods. Also, WIC program violations, which occurred during the previous contract period may be carried over and used as a basis for, civil money penalties, monetary claims, termination, disqualification, criminal prosecution, denial of application for a WIC vendor contract, or any combination of sanctions, under any subsequent contracts in accordance with WIC program policies and procedures.

Vendors are subject to two levels of violations; state agency administrative sanctions and federally mandated sanctions.

Please note the following:

The State of Nevada WIC utilizes WIC Electronic Benefits Transfer (EBT) cards that contain food prescriptions that allow program participants to purchase specific WIC-approved foods in specific authorized quantities. The Nevada WIC EBT Cards also contain cash value benefits (CVBs) that provide a program participant a specific dollar amount to use towards the purchase of fresh fruits and vegetables. The term food instrument(s) is inclusive of all WIC EBT benefits and cash value benefit(s) contained on the WIC EBT card, unless noted otherwise.

State Agency Sanctions: Administrative and Procedural Violations

Vendors are subject to penalty points and /or termination, disqualification, and any combination of sanctions listed below.

For sanction purposes, all violations will remain on the Vendor's record during the three year contract period.

Penalty Point and Sanction Schedule:

Penalty Points accumulated across multiple violations types will result in the following sanctions:

- 20 Probation for 6 months & mandatory training (can still accept vouchers)
- 40 Probation for 1 year & mandatory training (can still accept vouchers)
- 60 Suspension for 6 months (cannot accept vouchers)
- 80 Disqualification for 1 year (cannot accept vouchers & must apply for reauthorization)

Sanctions for multiple violations within the same violation type are as indicated in the chart below:

Violation Type	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense	7th Offense	8th Offense
Refused to allow purchase of authorized WIC food OR refused to honor manufacturer's coupon or store special for approved WIC item.	Warning	5	5	5	6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification

Requiring Identification other than the WIC ID folder or EBT PIN to use Food Instruments	Warning	5	5	5	6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Not Displaying all "WIC ACCEPTED HERE" and product "WIC APPROVED" Food tags supplied by the State Agency	Warning	5	5	5	6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to have at least 1 lane open at all times to process WIC EBT Transactions	Warning	5	5	5	6 Month Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to submit payment for monetary claims within 30 days of notification	Warning	5	5	5	6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to submit Price Sheet by deadline	Warning	5	5	5	6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to display the current price on an authorized WIC food item, shelf or nearby sign.	Warning	5	5	5	6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Having foods on the shelf with expired	Warning	10	6 Months Probation	1 year Probation	6 Month Suspension	1 year Disqualification		

"sell by" dates							
Improper storage of foods requiring refrigeration.	Warning	10	6 Months Probation	1 year Probation	6 Month Suspension	1 year Disqualification	
Refused to allow WIC staff access to inventory records	Warning	15	6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification	
Require other cash purchases as a condition to use WIC food instruments.	Warning	15	6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification	
Failure to record the total actual price on the WIC Food Instrument	Warning	15	6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification	
Failure to provide required information or documentation regarding annual food sales, food stamp sales, invoices or other record of purchases.	Warning	15	6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification	
Failure to maintain an acceptable record of inventory of WIC foods.	Warning	15	6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification	
Giving Change to a WIC Participant for a food	Warning	6 months probation	1 year probation	6 month suspension	1 year Disqualification		

instrument.					
Collect sales tax on a WIC food purchase.	Warning	6 months probation	1 year probation	6 month suspension	1 year Disqualification
Failure to have required minimum stock of WIC foods; (continued failure to maintain required stock will result in termination).	Warning	6 months probation	1 year probation	6 month suspension	1 year Disqualification
Contact WIC participants to attempt to collect funds that will not be or were not paid to the vendor by the WIC Program.	Warning	6 months probation	1 year probation	6 month suspension	1 year Disqualification
Charge WIC participants for authorized WIC foods obtained with WIC food instruments. <i>This does not include allowing the participant to pay the amount above their cash value benefit when purchasing fresh fruits and vegetables.</i>	Warning	6 months probation	1 year probation	6 month suspension	1 year Disqualification
Allow the return of food items	Warning	6 Month Suspension	1 year Disqualification		

purchased with WIC food instruments in exchange for food items not authorized by the WIC program or for WIC food items not listed on the WIC participants' food instrument.			
Use of the WIC logo or the acronym "WIC" without written approval from the State Agency and the USDA.	Warning	1 year Disqualification	
Failure to attend mandatory Vendor Training.	Warning	Termination of Vendor Contract and 6 month Disqualification	
Practicing discrimination on the basis of race, color, national origin, sex, handicap, age, or WIC participation.	Warning	Termination of Vendor Contract and 1 year Disqualification	

NOTE: The state WIC Vendor Coordinator will determine the specific sanctions to be applied and action to be taken, and will notify the vendor in writing of the action taken and of the right to appeal. A copy of the letter will be sent to the appropriate local agency.

Participant Access

Prior to disqualifying a vendor, the state agency will make a determination to ensure **adequate participant access to WIC supplemental foods**. In areas where participants do not have access to another WIC vendor, the vendor may be imposed civil money penalties in lieu of disqualification. However, the State agency **may not impose a civil money penalty in lieu of disqualification for third or subsequent mandatory sanctions**.

The state agency will include documentation of its participant access determination and any supporting documentation in the file of each vendor who is disqualified or receives a CMP in lieu of disqualification.

Participant access will be considered inadequate if:

- Participant cannot travel to another authorized vendor within a maximum distance of 15 miles;

The state agency will notify USDA, when a vendor is disqualified from the NV and/or ITCN WIC Program.

Mandatory Federal Sanctions

Federal regulation 7 C.F.R. § 246.12 requires mandatory sanctions be carried out for violations listed within this section. 7 C.F.R. § 246.12 also requires that the state agency establishes a pattern of violations before imposing a mandatory sanction for violation numbers 4, 5, 6, 7, 8, and 9 listed below.

A single warning letter will be sent by the state agency to the vendor after the first incidence of a violation for violation numbers 4, 5, 6, 7, and 8. The state agency will conduct additional compliance buys after the warning letter is sent. If the state agency finds subsequent violations of numbers 4,5,6,7, and 8 at the time of the compliance investigation, then mandatory sanctions will be imposed at this time.

For violation numbers 9 and 10 no warning letters will be sent to the vendor.

If the state agency determines that disqualifying the Vendor would result in inadequate participant access, then a civil money penalty may be imposed in lieu of disqualification for violation numbers 2, 3, 4, 5, 6, 7, 8, 9 and 10.

Mandatory Sanctions under Federal Regulations		
Violation	Number of Incidences Which will Result in Sanction	Sanction and Length of Disqualification
1. Vendors <u>convicted</u> of trafficking in food instruments or selling firearms, ammunition, explosives, or controlled substances (as defined	One	Termination of Contract and permanent disqualification.

in Section 102 of the Controlled Substances Act [21U.S.C. § 802]) in exchange for food instruments.		
2. a. Buying or selling food instruments for cash (trafficking); or b. Selling firearms, ammunition, explosives, or controlled substances (as defined in 21 U.S.C. § 802) in exchange for food instruments.	One	Termination of Contract and six year disqualification.
3. The sale of alcohol or alcoholic beverages or tobacco products in exchange for food instruments.	One	Termination of Contract and three year disqualification.
4. Charging the WIC Program more for supplemental food than non-WIC customers or charging the WIC Program more than the current shelf price.	Three	Termination of Contract and three year disqualification.
5. Charging the WIC Program for supplemental food not received by the participant.	Three	Termination of Contract and three year disqualification.
6. Receiving, transacting and/or redeeming food instruments outside authorized channels, including the use of an unauthorized Vendor and/or an unauthorized person.	Three	Termination of Contract and three year disqualification.
7. Providing credit or non-food items, other than alcohol, alcoholic beverages, tobacco products, cash, firearms,	Three	Termination of Contract and three year disqualification

ammunition, explosives, or controlled substances (as defined in 21 U.S.C. § 802), in exchange for food instruments.		
8. Providing unauthorized food items in exchange for food instruments, including charging for supplemental food provided in excess of those listed on the food instrument.	Three	Termination of Contract and one year disqualification
9. Claiming reimbursement for the sale of an amount of a specific supplemental food item, which exceeds the stores documented inventory of that supplemental food item for a specific period of time. Each month that a Vendor claimed reimbursement for the sale of a specific supplemental food item, which exceeded the Vendor's documented inventory of that supplemental food item, shall constitute an incidence of a violation. Three incidences of this violation will result in termination of the Contract and a three year disqualification.		
10. Vendors who have been disqualified from the Food Stamp Program/SNAP* shall be disqualified from the WIC Program. The disqualification shall be for the same length of the time as the Food Stamp Program/SNAP disqualification and may begin at a later date than the Food Stamp Program/SNAP disqualification. The disqualification is not subject to administrative review or judicial review under the WIC Program. *SNAP = Supplemental Nutrition Assistance Program		
<p style="text-align: center;"><u>Multiple Violations During a Single Investigation</u></p> <p>During the course of a single investigation, when the Department determines a Vendor has committed multiple violations (whether the violations be subject to Departmental sanctions or federally mandated sanctions) the Department will disqualify the Vendor for the period corresponding to the most serious sanction.</p>		

Civil Money Penalties (CMP)

Civil Money penalties (CMP) may be imposed in lieu of permanent disqualification due to trafficking in WIC food instruments or selling ammunition, explosives or controlled substances if the State WIC office determines that the disqualification would result in:

- inadequate participant access or
- the vendor had, at the time of the violation, an effective policy and program in effect to prevent trafficking; and the ownership of the vendor was not aware of, did not approve of, and was not involved in the conduct of the violation.

The USDA Federal Regulation 7 C.F. R. § 246.12 (1) (1) (x) determines the calculation that is to be utilized when determining the CMP calculation. The formula is as follows:

- Step 1 – Multiply 10% (.10) times the average monthly redemption for the

previous 6 month period, ending with the month preceding the month during which the notification of violation is dated.

- Step 2 – Multiply the product of Step 1 by the number of months of the disqualification period.

The CMP shall not exceed \$11,000 for each violation. In addition, the total amount of CMPs imposed for violations investigated as part of a single investigation shall not exceed \$44,000.

The State WIC office cannot impose CMP in lieu of disqualification for third or subsequent sanctions for violations listed in the section on Mandatory Federal Sanctions.

If a vendor does not pay, only partially pays, or fails to timely pay a CMP assessed in lieu of disqualification, the State WIC Office agency will disqualify the vendor for the length of the disqualification corresponding to the violation for which the CMP was assessed.

The State WIC Office will not accept voluntary withdrawal or non-reauthorization of contract from the Program as an alternative to disqualification for the violations, but will enter the disqualification on the vendor's record.

Second Mandatory Sanctions

When a Vendor has previously been assessed a sanction for any of the violations listed in Mandatory Sanctions Under Federal Regulations, numbers 2-9, and received another sanction for any of the Mandatory Sanctions, the second sanction will be doubled.

Third or Subsequent Mandatory Sanctions

When a Vendor has previously been assessed two or more sanction for any of the violations listed in Mandatory Sanctions Under Federal Regulations, numbers 2-9, and received another sanction for any of the Mandatory Sanctions, the third sanction and all subsequent sanctions will be doubled.

Criminal and Civil Prosecution

Fraud and abuse, committed by a Vendor, in the WIC program is subject to prosecution under any applicable federal, state, or local laws. Those who have intentionally stolen, misused, or fraudulently acquired program funds will be subject to a fine of not more than \$25,000 or imprisonment for not more than five years or both, if the amount of funds is \$100 or more. If the amount is less than \$100, then the penalties will be a fine of no more than \$1,000 or imprisonment of not more than one year, or both.

Change of Business Entity

Shall a Vendor change ownership at the same location with the addition or deletion of partners, associates, principals, or a change through business entity, then any violations that occurred under the previous contract will be carried over to the new contract and may be used

as a basis for termination and/or disqualifications or other sanctions.

Changes in ownership include but are not limited to changing from a sole proprietorship or partnership to a corporation where the previous owner(s) or previous partner(s) remain as an officer or shareholder of the new corporation.

Termination, Denial, and Disqualification

Vendors have the right to appeal the denial of authorization, termination, disqualification, or a civil money penalty according to the state agency's administrative hearing procedures.

Terminations and Disqualifications which are based on a Food Stamp Program/SNAP disqualification is not subject to administrative or judicial review. There are other actions not subject to appeal:

(A) the validity or appropriateness of the State agency's vendor

limiting or selection criteria (Sec. 246.12(g)(2) and (g)(3));

(B) The validity or appropriateness of the State agency's vendor

peer group criteria and the criteria used to identify vendors that are

above-50-percent vendors or comparable to above-50-percent vendors;

(C) the validity or appropriateness of the State agency's

participant access criteria and the State agency's participant access

determinations;

(D) the State agency's determination whether a vendor had an

effective policy and program in effect to prevent trafficking and that

the ownership of the vendor was not aware of, did not approve of, and

was not involved in the conduct of the violation (Sec.

246.12(l)(1)(i)(B));

(E) denial of authorization if the State agency's vendor

authorization is subject to the procurement procedures applicable to the

State agency;

(F) the expiration of a vendor's agreement;

(G) disputes regarding food instrument payments and vendor claims

(other than the opportunity to justify or correct a vendor overcharge or other error, as permitted by Sec. 246.12(k)(3);

(H)the State agency's determination to include or exclude an infant formula manufacturer, wholesaler, distributor, or retailer from its authorized list;

(I)the validity or appropriateness of the State agency's prohibition of incentive items and the State agency's denial of an above-50% vendor's request to provide an incentive item to customers; and

(J)the State agency's determination whether to notify a vendor in writing when an investigation reveals an initial violation for which a pattern of violations must be established in order to impose a sanction.

Vendors that have timely appealed a termination and/or disqualification will be allowed to continue on the program, however, all provisions of the WIC Vendor Contract will continue to apply. This includes sanctions for noncompliance during the time period for which the contract is in effect.

Vendors may reapply after their termination and disqualification period has ended. The Vendor must meet all the Vendor Selection Criteria. The state agency will not accept Vendor applications for Vendors during their disqualification period.

Food Stamp/SNAP Disqualification

Vendors that have been disqualified from the WIC program for any Mandatory Federal Regulatory Sanctions may also be disqualified from the Food Stamp Program/SNAP. This disqualification is not subject to administrative or judicial review under the Food Stamp Program/SNAP.

Policy:

A decision by the State agency to terminate a Vendor Agreement/disqualify a vendor will be based upon mandatory federal sanctions or a finding that one or more of the following has occurred (The following is not an all-inclusive list of actions that will result in contract termination and/or disqualification.):

- The vendor has accrued more than 80 sanction points during a three year vendor agreement period;
- The vendor has knowingly submitted false, erroneous, or inaccurate information on the WIC Vendor Application, in the business or financial information provided to the Department, on the WIC Food Price Sheet, or during the course of on-site monitoring of the vendor site;
- The vendor has refused to allow WIC Program representatives access to inspect the vendor site during normal business hours;
- The vendor has not fulfilled the terms of the Vendor Agreement;
- The vendor has sold, leased, or discontinued the Business Entity or moved the Business Entity to a new location or new address; or
- The Vendor Corporation, partnership, or limited partnership has been voluntarily or involuntarily dissolved or the vendor sole proprietor has died.
- The state agency identifies a conflict of interest between the vendor and the state agency or its local agencies.
- The vendor fails to meet the current vendor selection criteria.

Procedure:

When the termination of a WIC vendor's Agreement is to occur, staff will notify the vendor, as applicable. The notice will be in writing and will include a statement of the nature or the basis for adverse actions and a description of the right of the vendor to appeal the adverse action and the right to a fair hearing, as applicable. A copy of the letter will be sent to the appropriate local agency.

Policy:

A vendor may receive administrative appeal for the following:

- Deny a vendor's application to become an authorized WIC vendor.
- Place the vendor on probation.
- Disqualify the vendor. (except in cases of a reciprocal WIC disqualification as a result of Food Stamp Program/Supplemental Nutrition Assistance Program (SNAP) disqualification)
- Not re-authorize the vendor.

A vendor will not receive administrative reviews for the following:

(A) the validity or appropriateness of the State agency's vendor limiting or selection criteria (Sec. 246.12(g)(2) and (g)(3));

(B) The validity or appropriateness of the State agency's vendor peer group criteria and the criteria used to identify vendors that are above-50-percent vendors or comparable to above-50-percent vendors;

(C) the validity or appropriateness of the State agency's participant access criteria and the State agency's participant access determinations;

(D) the State agency's determination whether a vendor had an effective policy and program in effect to prevent trafficking and that the ownership of the vendor was not aware of, did not approve of, and was not involved in the conduct of the violation (Sec.

246.12(l)(1)(i)(B));

(E) denial of authorization if the State agency's vendor authorization is subject to the procurement procedures applicable to the State agency;

(F) the expiration of a vendor's agreement;

(G) disputes regarding food instrument payments and vendor claims (other than the opportunity to justify or correct a vendor overcharge or other error, as permitted by Sec. 246.12(k)(3);

(H) the State agency's determination to include or exclude an infant formula manufacturer, wholesaler, distributor, or retailer from its authorized list;

(I) the validity or appropriateness of the State agency's prohibition of incentive items and the State agency's denial of an above-50% vendor's request to provide an incentive item to customers; and

(J)the State agency's determination whether to notify a vendor in writing when an investigation reveals an initial violation for which a pattern of violations must be established in order to impose a sanction.

(K) a reciprocal WIC disqualification as a result of Food Stamp Program/Supplemental Nutrition Assistance Program (SNAP) disqualification

Procedure:

The State agency will provide vendors with not less than 15 days advance written notice by **certified mail** of adverse action to be taken, except for permanent disqualification as a result of a conviction for trafficking and/or illegal sales, and contract termination due to false information provided in connection with its application for authorization, during the course of the agreement performance period. Adverse action will be implemented after the 15 day advance notice period has elapsed, except as previously noted.

If the vendor chooses to appeal the action, the vendor must file a written appeal within 30 days with the WIC Program Manager at 3427 Goni Road, Suite 108, Carson City, NV 89706. The appeal must include a statement setting forth the State agency action which the vendor is contending, and the reasons for appealing the action. Evidence supporting the vendor's statement should be included. A hearing will then be scheduled within 30 days of receipt of the request. **The State agency will mail the notification of decision within 30 days after the date of the hearing.** The vendor may appeal the decision through the courts.

Policy:

The State agency shall disqualify a vendor who has been disqualified or assessed civil money penalty for hardship by the Food Stamp Program.

Procedure:

WIC Disqualification due to Food Stamp program disqualification **shall not be subject to administrative or judicial review** under the WIC Program. A vendor may request an administrative review of a WIC disqualification based on an assessment of a civil money penalty for hardship by the Food Stamp Program.

Disqualification from the WIC program may result in disqualification as a retailer in the Food Stamp Program. **Such disqualification may not be subject to administrative or judicial review under the Food Stamp Program.**

Policy:

The State Agency shall contract with a sufficient number of Vendors to serve all Nevada WIC participants. The State Agency may limit the number of Vendors to enable the State Agency to effectively manage the program.

Procedure:

The State Agency is responsible for authorization of each Vendor Applicant before the Applicant may participate in the State of Nevada WIC Program. The authorization process begins when a retail food store, pharmacy, or military commissary files a complete application, including all required attachments, with the State Agency. Authorization occurs when the State Agency enters into a written, fully executed Contract with the Applicant. The State Agency shall provide the authorized Vendor with a copy of the executed Contract.

Pharmacies may be contracted to provide "infant formula only". In this situation, any reference to "WIC foods" shall mean WIC approved infant formula. Except for food stamp authorization, all other provisions will remain the same.

If any provisions of the Contract conflicts with the requirements of the Federal WIC Program Regulations, the provisions in the Federal Regulations shall prevail.

Applicants must meet all Selection and Limiting Criteria. Failure to meet any of the criteria provides cause to deny the application. However, the State Agency reserves the right to waive specific selection criteria in an effort to ensure participant access to supplemental foods. Pharmacies, which provide only special order authorization infant formula, are also exempt from specific selection criteria. All other Applicants shall be evaluated in accordance with the following criteria.

Criteria:

Stock Requirements:

Applicants (except pharmacies) must provide a full line of grocery items including; meat, dairy, produce (fresh, frozen and canned), and dry goods. (Smaller "convenience type" stores, with limited variety and inventory, may be authorized only if they meet all other criteria and the State Agency determines authorization is necessary to ensure participant access.)

Vendors (except pharmacies) must keep in stock at all times the required quantity and variety of WIC Foods as specified in the WIC Vendor Manual. Vendors are required to maintain the minimum stock and variety of all WIC Foods from the time an application for enrollment is completed and if approved, throughout the contract period.

Competitive Price Evaluation:

The State Agency collects food prices and redemption data to perform various analyses and ensure that all Vendors are and remain competitively priced throughout the Vendor Contract period. However, the State Agency reserves the right to consider participant access and allow an increase in price variance within a peer group to ensure access to supplemental foods. Prices must be competitive with and within the price limitations for, similarly situated vendors in terms of type and size of store and geographic location.

Accessibility to WIC Participants and WIC Staff:

The applicant must be located in an area where a minimum of 10 WIC participants routinely shop and must be open at least 8 hours per day, 6 days per week. Applicant must be in a location that WIC staff is able to visit as required by Federal Regulation to conduct training and monitoring visits.

Applicants which participated as WIC Vendors during the previous Contract period and had an average of 9 or fewer WIC Participants per month may be considered to have too low a volume, and may be evaluated as demonstrating a lack of demand for the Vendor Applicant area. **This criterion may be waived in rural areas to ensure adequate participant access to supplemental foods.**

Percentage of Food Sales from WIC (Above 50 percent Vendors):

The State Agency will not authorize an applicant that is expected to derive more than 50-percent of its annual food sales revenue from WIC food instruments. The State Agency will complete a six-month assessment of all new Vendors to assure that the status initially assigned is appropriate. Upon completion of this assessment or any others, if the Vendor's food sales from WIC food instruments exceed 50-percent of their total food sales, the Vendor Contract will be terminated.

Sanitation:

The Applicant shall be in compliance with all state, municipal and local sanitation standards and must have a current Health Certificate posted in the store.

History of Compliance:

The Applicant shall not have been sanctioned or disqualified from participating in the Food Stamp Program or any WIC Program within the state for a period of five (5) Federal Fiscal years prior to application.

Conflict of Interest:

The Applicant ensures that no conflict of interest shall exist with either the State or local agencies. A conflict of interest relates to the standard of ethical conduct that no officer or employee shall have any interest, financial or otherwise, direct or indirect, or engage in any business transaction or professional activity or incur any obligation of any nature which is in conflict with the discharge of a person's duties.

The State Agency shall have the right to cancel the Contract immediately upon notification of the parties should such conflict of interest arise after the acceptance of the contract by the parties.

Food Stamp Status:

The Applicant shall have authorization from and operate in compliance with the Food Stamp Program regulations, except for pharmacy contracts only for the sale of special formula. Applicants who are currently disqualified from the Food Stamp Program shall not be considered as WIC Vendors.

Business Integrity:

The Applicant's owners, officers or managers shall maintain a standard of business honesty and maintain a reputation of good business practices. The applicant's owners, officers or managers shall not have a criminal conviction or a civil judgment against them in the last six years.

Section 12

Appendix

**Appendix 1
WIC Local Offices**

**Appendix 2
WIC Vendor Criteria**

**Appendix 3
WIC Vendor Sanctions**

**Appendix 4
Approved Formula Suppliers**

**Appendix 5
Nevada WIC Minimum Stock Requirements**

**Appendix 6
Nevada WIC EBT Vendor UPC Request Form**

**Appendix 7
Sample WIC Vendor Contract**

**Appendix 8
Request For Funding**

APPENDIX 1 – WIC Local Offices

<u>WIC Local Offices:</u>	<u>Phone Number</u>
Carson City Health & Human Services WIC	
CCHHS	(775) 887-2190
Gardnerville	(775) 782-8410
Battle Mountain Family Resource Center WIC	
Battle Mountain	(775) 635-2881
Caliente WIC	(775) 726-3123
Ron Wood Family Resources Center WIC	
Carson City	(775) 884-2269
Consolidated Agencies of Human Services WIC	
Tonopah	(775) 482-8819
Hawthorne	(775) 945-2471
Sunrise Children’s Hospital WIC	
Rancho	(702) 646-5600
Sahara	(702) 385-2100
North Las Vegas	(702) 643-2515
Pahrump	(775) 727-4884
Mesquite	(775) 346-3030
Elko County WIC Clinic	(775) 738-9420
Little Peoples Head Start WIC	
Ely	(775) 289-1688
Lyon County Human Services WIC	
Yerington	(775)463-6583
Dayton	(775)246-6326
Fernley	(775) 835-6221
Silver Springs	(775) 577-0904
Pershing County WIC	
Lovelock	(775) 273-7338
Fallon	(775) 423-7067
Winnemucca	(775) 625-2722

Inter-Tribal Council of Nevada (775) 355-0600

Saint Mary's Foundation WIC

Neighborhood Health Clinic (775) 770-7500
WIC on Wheels (775) 770-7500
Sparks (775) 770-7500
Head Start (775) 770-7500
Wooster (775) 770-7500

Washoe County District Health Department

Wells Office /East 9th Street (775) 328-2299
South Reno (775) 828-6600
Incline (775) 828-6600
HAWC (775) 328-2299

Catholic Charities WIC

Owens (702) 366-2069
Henderson (702) 558-3129
Nellis AFB (702) 643-3465

Nevada Health Centers WIC

McDaniel (702) 220-6096
Cambridge (702) 220-9934
MLK (702) 220-9928
Tropicana (702) 220-9929
Ariville (702) 220-9944
Gowan (702) 220-9926
Bonanza (702) 220-9930

Urban League WIC

Flamingo (702) 227-1573
Eastern (702) 476-9561

St Rose WIC

Henderson (702) 616-4905
West (702) 616-4921

The WIC Program is available to all persons, regardless of race, color, sex, national origin, handicap, or age. Persons believing they have been discriminated against may write to:

*U.S. Department of Agriculture
Director, Office of Adjudication and Compliance
1400 Independence Ave., SW
Washington, D.C. 20250*

APPENDIX 2 – WIC Vendor Criteria
CRITERIA FOR THE SELECTION OF AUTHORIZED
WIC VENDORS

II. PRICE CRITERION

- A. To be approved as an authorized Vendor, food prices must be competitive (may not be more than 10% higher than the average within the area covered by the WIC clinic) with the following exceptions:
2. Vendors approved under a limited agreement to provide only certain foods
 3. There is no other WIC Vendor in the area covered by the WIC Clinic.

III. PARTICIPATION CRITERION

- A. To be approved as an authorized WIC Vendor, a total of ten WIC participants must be Served each month, with the following exceptions:
1. Vendors approved under a limited agreement to provide only certain foods
 2. There is no other WIC Vendor in the area covered by the WIC clinic

IV. PRIOR AGREEMENT CRITERION

- A. If a vendor has operated under a prior agreement, the terms of that agreement must have been complied with in order to have the agreement renewed

V. TRAINING

- A. To be approved as an authorized WIC vendor, VENDOR must allow STATE AGENCY to conduct training for the store manager or authorized representative and cashiers or other relevant staff prior to the issuance of WIC food instruments.
- B. To have the agreement renewed, VENDOR must schedule one (1) training class to be held at the vendor location every three years; however, training materials will be available to each vendor location according to the agreement with the STATE AGENCY.

VI. TYPE OF STORE

- A. To be approved the type of store must meet the needs of the participants and clinic within the area.
1. Chain Store – Urban Area (Grocery or Drug)
 2. Independent Store – Urban Area (Groceries as the Primary Commodity)
 3. Chain Store – Rural Area (Grocery or Drug)
 4. Independent Store – Rural Area (Groceries as the Primary Commodity)
 5. Military Commissary

VII. HOURS OF OPERATION

- A. To be approved as an authorized WIC Vendor, the store hours must be appropriate for participant access. (Hours Competitive with Area Retailers)

VIII. OWNERSHIP

- A. To be approved, the store owner's name and address must be provided to the State Agency.

APPENDIX 3 – WIC Vendor Sanctions

Penalty Point and Sanction Schedule:

Penalty Points accumulated will result in the following sanctions:

- 20 Probation for 6 months & mandatory training (can still accept vouchers)
- 40 Probation for 1 year & mandatory training (can still accept vouchers)
- 60 Suspension for 6 months (cannot accept vouchers)
- 80 Disqualification for 1 year (cannot accept vouchers & must apply for reauthorization)

Violation Type	1 st Offense	2 nd Offense	3 rd Offense	4 th Offense	5 th Offense	6 th Offense	7 th Offense	8 th Offense
Refused to allow purchase of authorized WIC food OR refused to honor manufacturer's coupon or store special for approved WIC item.	Warning	5	5	5	5 Points and 6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Requiring Identification other than the WIC ID folder or EBT PIN to use Food Instruments	Warning	5	5	5	5 Points and 6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Not Displaying all "WIC ACCEPTED HERE" and product "WIC APPROVED" Food tags supplied by the State Agency	Warning	5	5	5	6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to have at least 1 lane open at all times to process WIC EBT Transactions	Warning	5	5	5	6 Month Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to display the current price on an authorized WIC food item, shelf or nearby sign.	Warning	5	5	5	5 Points and 6 months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Having foods on the shelf with expired "sell by" dates	Warning	10	10 Points And 6 Months Probation	1 year Probation	6 Month Suspension	1 year Disqualification		

Improper storage of foods requiring refrigeration.	Warning	10	10 Points And 6 Months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Enter a "date cashed" on a paper food instrument other than the actual date at the time the food instrument is presented.	Warning	10	10 Points And 6 Months Probation	1 year Probation	6 Month Suspension	1 year Disqualification
Refused to allow WIC staff access to inventory records	Warning	15	15 Points And 6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification
Require other cash purchases as a condition to use WIC food instruments.	Warning	15	15 Points And 6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to record the total actual price on the WIC Food Instrument (Computer Voucher, Manual Voucher, or Cash Value Voucher)	Warning	15	15 Points And 6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to provide required information or documentation regarding annual food sales, food stamp sales, invoices or other record of purchases.	Warning	15	15 Points And 6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification
Failure to maintain an acceptable record of inventory of WIC foods.	Warning	15	15 Points And 6 Months probation	1 year Probation	6 Month Suspension	1 year Disqualification
Giving Change to a WIC Participant from a food instrument.	20 Points and 6 months probation	1 year probation	6 month suspension	1 year Disqualification		
Collect sales tax on a WIC food purchase.	20 Points And 6 months probation	1 year probation	6 month suspension	1 year Disqualification		

Failure to have required minimum stock of WIC foods; (continued failure to maintain required stock will result in Termination).	20 Points And 6 months probation	1 year probation	6 month suspension	1 year Disqualification	
Contact WIC participants to attempt to collect funds that will not be or were not paid to the vendor by the WIC Program.	20 Points And 6 months probation	1 year probation	6 month suspension	1 year Disqualification	
Charge WIC participants for authorized WIC foods obtained with WIC food instruments. <i>This does not include allowing the participant to pay the amount above their cash value voucher when purchasing fresh fruits and vegetables.</i>	20 Points And 6 months probation	1 year probation	6 month suspension	1 year Disqualification	
Allowed purchase of unauthorized food with WIC voucher, including charging for supplemental food provided in excess of those listed on the food instrument (also see Mandatory Federal Sanctions).	Warning	60 Points And 6 Month Suspension	1 year Disqualification		
Charging for WIC food items provided in excess of those listed on voucher (also see Mandatory Federal Sanctions)	Warning	60 Points And 6 Month Suspension	1 year Disqualification		

Allow the return of food items purchased with WIC food instruments in exchange for food items not authorized by the WIC program or for WIC food items not listed on the WIC participants' food instrument.	Warning	60 Points And 6 Month Suspension	1 year Disqualification
Use of the WIC logo or the acronym "WIC" without written approval from the State Agency and the USDA.	60 Points And 6 Month Suspension	1 year Disqualification	
Failure to attend mandatory Vendor Training.	Termination of Vendor Contract and 6 month Disqualification		
Practicing discrimination on the basis of race, color, national origin, sex, handicap, age, or WIC participation.	Termination of Vendor Contract and 1 year Disqualification		

Mandatory Sanctions under Federal Regulations

Violation	Number of Incidences Which will Result in Sanction	Sanction and Length of Disqualification
1. Vendors <u>convicted</u> of trafficking in food instruments or selling firearms, ammunition, explosives, or controlled substances (as defined in Section 102 of the Controlled Substances Act [21U.S.C. § 802]) in exchange for food instruments.	One	Termination of Contract and permanent disqualification.
2. a. Buying or selling food instruments for cash (trafficking); or b. Selling firearms, ammunition, explosives, or controlled substances (as defined in 21 U.S.C. § 802) in exchange for food instruments.	One	Termination of Contract and six year disqualification.
3. The sale of alcohol or alcoholic beverages or tobacco products in exchange for food instruments.	One	Termination of Contract and three year disqualification.
4. Charging the WIC Program more for supplemental food than non-WIC customers or charging the WIC Program more than the current shelf price.	Three	Termination of Contract and three year disqualification.
5. Charging the WIC Program for supplemental food not received by the participant.	Three	Termination of Contract and three year disqualification.
6. Receiving, transacting and/or redeeming food	Three	Termination of Contract and three year disqualification.

instruments outside authorized channels, including the use of an unauthorized Vendor and/or an unauthorized person.		
7. Providing credit or non-food items, other than alcohol, alcoholic beverages, tobacco products, cash, firearms, ammunition, explosives, or controlled substances (as defined in 21 U.S.C. § 802), in exchange for food instruments.	Three	Termination of Contract and three year disqualification
8. Providing unauthorized food items in exchange for food instruments, including charging for supplemental food provided in excess of those listed on the food instrument.	Three	Termination of Contract and one year disqualification
9. Claiming reimbursement for the sale of an amount of a specific supplemental food item, which exceeds the stores documented inventory of that supplemental food item for a specific period of time. Each month that a Vendor claimed reimbursement for the sale of a specific supplemental food item, which exceeded the Vendor's documented inventory of that supplemental food item, shall constitute an incidence of a violation. Three incidences of this violation will result in termination of the Contract and a three year disqualification.		
10. Vendors who have been disqualified from the Food Stamp Program shall be disqualified from the WIC Program. The disqualification shall be for the same length of the time as the Food Stamp Program disqualification and may begin at a later date than the Food Stamp Program disqualification. The disqualification is not subject to administrative review or judicial review under the WIC Program.		

Multiple Violations During a Single Investigation

During the course of a single investigation, when the Department determines a Vendor has committed multiple violations (whether the violations be subject to Departmental sanctions or federally mandated sanctions) the Department will disqualify the Vendor for the period corresponding to the most serious sanction

APPENDIX 4 – Approved Formula Suppliers

Infant Formula Wholesaler	Wholesaler Address	Fax Number	Phone Number
Abbott Laboratories	1250 W. Maricopa Hwy Casa Grande, AZ 85293	614-624-6113	520-421-6600 Kylie Cook
Affiliated Foods	PO Box 30300 Amarillo, Texas 79120	806-372-1404	806-372-3851 Dale Thompson
AmeriSourceBergen Wholesale (Pharmacies-Hospitals-Long Term Care Only)	PO BOX 6670 Phoenix, Arizona 85005	602-353-0363	800-352-4039
Associated Food Stores	PO BOX 30430 Salt Lake City, Utah 84130	801-978-8551	801-978-8686 Gretchen Densley
Cardinal Health	600 North 83rd Avenue Ontario, California 91761		909-947-2066
Costal Pacific Distributor (US Commissaries Only)	P.O. Box 30910 Stockton, CA 95213	209-983-8428	800-500-2611 Barbara Bussman
McKesson Drug Co. (Large Orders)	2323 North 27th Avenue Phoenix, Arizona 85009		623-293-5200
McKesson General Medical-(Med-Surge) (Small Orders)	7343 South Hardy Drive, Suite #101 Tempe, Arizona 85283	602-707-0832 (Attn: Sales Dept)	480-232-9443
PBM Products, LLC	204 North Main Street Gordonville, VA. 22942	480-991-5892	800-959-2066 Cathy Sacre
Raley's	4061 Gateway Park Blvd Sacramento, CA 95834	916 928-0761	916 928- 7700
Unico	51 Blackburn Avenue Gloucester, ME 01930	561-582-8558	561-582-3030 Justine Morris
Unified Wester Grocers	5200 Sheila Street Commerce, California 90040	323-265-2985	323-264-5200 Veronica Olivas-ext 8664
Wal Mart D.C. #7048	2155 USA Parkway McCarran, NV 89434	775-356-5067	775-356-5065
Winco Foods	4400 Crows Landing, Modesto, CA 95358/ PO Box 581770 Modesto, CA 95358	209-537-3444	209-537-1444

Infant Formula Manufacturer	Manufacturer Address	Fax Number	Phone Number
Bristol-Myers Squibb Company- Mead Johnson	Mead Johnson Nutrition Group 2400 West Lloyd Expressway Evansville, Indiana 4772-0001	800-318-7351	800-318-7269 - Option 3 or 800-222-9123 (Small credit card orders)
Nestle, USA	800 North Brand Boulevard Glendale, California 91203		818-549-6000
Abbott Laboratories Ross Products Division	Abbott Laboratories Ross Products Division 625 Cleveland Avenue Columbus, Ohio 43215-1724		301-795-2300
SHS North America (Specialty formula only)	9900 Belward Campus Drive, Suite #100 Rockville, Maryland 20850		301-795-2300
Solus Products, LLC (Specialty formula only)	6262 Lapas Trail Indianapolis, Indiana 46268	317-298-9629	317-298-9612

If you have any questions regarding this list, please call 775-684-5942

APPENDIX 5 – Minimum Stocking Requirements



Nevada WIC ITCN WIC Minimum Stock Requirements

See Food List for all "Not Allowed" items and further clarification



Infant Formula	Contract Brand Formula		
	Milk Based Concentrate		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	10 Cans	16 Cans	32 Cans
	Soy Based Concentrate		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	10 Cans	16 Cans	32 Cans
	Milk Based Powder Can		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	10 Cans	16 Cans	32 Cans
	Soy Based Powder Can		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	10 Cans	16 Cans	32 Cans

Baby Food	Fruits and Vegetables		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	32 Jars	48 Jars	112 Jars
	<ul style="list-style-type: none"> • Must stock 3.5 to 4 oz size • Must stock 2 kinds of fruits and 2 kinds of vegetables • No dinners or desserts • No organic or DHA 		
	Meat		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	16 Jars	16 Jars	16 Jars
	<ul style="list-style-type: none"> • Must stock 2.5 oz size • At least 1 kind of meat • Added broth or gravy allowed • No organic or DHA 		

Infant Cereal	1 - 4 Registers	5 - 9 Registers	10+ Registers
	4 Boxes	8 Boxes	12 Boxes
	<ul style="list-style-type: none"> • Gerber or Beechnut • Must be 8 oz boxes or larger • Barley, Rice, Oatmeal, Whole Grain or Mixed • No added formula or fruit • No organic or DHA 		

Fresh Fruits and Vegetables	1 - 4 Registers	5 - 9 Registers	10+ Registers
	\$15 worth total	\$15 worth total	\$15 worth total
	<ul style="list-style-type: none"> • Must stock 6 kinds of fresh fruits and fresh vegetables (2 must be fruits, and 2 must be vegetables) • No white potatoes • Organic OK 		



Nevada WIC ITCN WIC Minimum Stock Requirements
-Continued-



Whole Grains	100% Whole Wheat Bread		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	2 Loaves	6 Loaves	14 Loaves
	<ul style="list-style-type: none"> · Oroweat, Sara Lee, Roman Meal Sungrain, and Springfield Golden Pride brands only · 16 Ounce Loaves · Whole grain must be the first ingredient listed on packaging · No "Light" or "Diet" bread · No organic, Buns or Rolls 		
	Brown Rice or Whole Grain Tortillas		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	2 lbs	5 lbs	9 lbs
Cereal	1 - 4 Registers	5 - 9 Registers	10+ Registers
	8 Boxes	12 Boxes	20 Boxes
	<ul style="list-style-type: none"> · At least 2 kinds of cold cereal and 1 kind of hot cereal · At least 1 of these must be whole grain · Cold cereal - 12 oz box or larger; Hot cereal - 11.8 oz box or larger · No organic 		
Milk	1 - 4 Registers	5 - 9 Registers	10+ Registers
	5 Gallons	15 Gallons	20 Gallons
	<ul style="list-style-type: none"> · Must stock Whole (at least 3.9%) and Low-fat (2%, 1% or non-fat) cow's milk · No organic 		
Cheese	1 - 4 Registers	5 - 9 Registers	10+ Registers
	2 lbs	4 lbs	8 lbs
	<ul style="list-style-type: none"> · Must stock 2 allowable kinds · 16 oz (1 lb) blocks only · No organic-No Individually wrapped slices 		
Eggs	1 - 4 Registers	5 - 9 Registers	10+ Registers
	2 Dozen	8 Dozen	14 Dozen
	<ul style="list-style-type: none"> · Large, white chicken eggs · Dozen size containers · No organic/specialty (no cage-free, Eggland's Best, Naturally Nested, etc.) 		



Nevada WIC ITCN WIC Minimum Stock Requirements
-Continued-



Juice	1 - 4 Registers	5 - 9 Registers	10+ Registers
	2 Plastic/2 Frozen	5 Plastic/5 Frozen	8 Plastic/8 Frozen
	<ul style="list-style-type: none"> • At least 2 kinds of 64 oz shelf-stable plastic • At least 2 kinds of 11.5-12 oz frozen • 100% Juice - brand specified • No organic 		
Dry Beans, Peas & Lentils	1 - 4 Registers	5 - 9 Registers	10+ Registers
	2 lbs	4 lbs	10 lbs
	<ul style="list-style-type: none"> • Must stock 2 kinds (no added seasonings) • 16 oz (1 lb) packages • No organic 		
Peanut Butter	1 - 4 Registers	5 - 9 Registers	10+ Registers
	2 Jars	4 Jars	8 Jars
	<ul style="list-style-type: none"> • 16-18 oz jars • No reduced-fat, spreads, added honey or jelly, honey roasted or organic 		
Canned Fish	Canned Tuna		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	30 oz	60 oz	90 oz
	<ul style="list-style-type: none"> • Must stock chunk light tuna in water (5 oz minimum can size) • Any brand (no Alabcore, Tongel or Yellowfin) • No pouches, no organic 		
	Canned Sardines		
	1 - 4 Registers	5 - 9 Registers	10+ Registers
	15 oz	30 oz	45 oz
	<ul style="list-style-type: none"> • 3.75 oz can or larger • Packed in water, oil, mustard or ketchup • No added seasonings 		



NEVADA WIC EBT VENDOR UPC REQUEST FORM

To add a product to the WIC approved UPC list, vendors, manufacturers and wholesale suppliers must:

1. Complete the Vendor and Product information sections of this form for each product requested to be added to the UPC list.
2. E-mail or FAX a copy of the **label and UPC barcode** of the product to be added to the WIC approved UPC list. The product label must include the product name, size, and manufacturer.

Fax To: NV State WIC Program
(775) 684-4246

OR

E-mail To: Data Manager
jevins@health.nv.gov

Vendor Information

Vendor Name:		Store Number:
Address:		WIC Vendor Number:
		Phone Number:
City:	ZIP Code:	Fax Number:

Product Information

Food Item: (Example: Milk, Cheese, Tuna, etc.)	Item Price:
	Package Size: (Example: 5 oz)
Food Item Name: (Example: Starkist Chunk Light)	
UPC Code: (include all numbers)	
Copy of UPC Code sent: YES NO (Please Circle One)	
Copy of Label of food item sent: YES NO (Please Circle One)	
Authorized person who completed this form: (PLEASE PRINT)	
Authorized Signature:	Date:

STATE USE ONLY

Date Received:	Received By:		
Date Reviewed:	Reviewed By:		
Decision:	Approved	Not Approved	Review Pending
Reason:			
Date UPC Entered:	Entered By:		
Category:	Sub Category:	Vendor Peer Group:	

Submit by Email

Print Form

Rev. Nov 2008

NEVADA WIC EBT VENDOR UPC REQUEST FORM

STATE OF NEVADA AUTHORIZED WIC VENDOR CONTRACT

Vendor Name (Legal Name of Store)

Name of Owner

Address of Store

Street

City

County

State

Zip Code

Federal Identification Number: _____

This CONTRACT by and between the Nevada Department of Health and Human Services, Division of Health (hereafter referred to as the STATE AGENCY) and the above named VENDOR is effective _____ and ends **September 30, 2012**, subject to any amendments made by the STATE AGENCY or until terminated by either party according to the terms in the CONTRACT.

STATE AGENCY has entered into an AGREEMENT with the United States Department of Agriculture, Food and Nutrition Services, for the purpose of administering within the State of Nevada the Special Supplemental Food Program for Women, Infants, and Children (WIC) pursuant to Federal Regulations published at 7 CFR § 246 (Regulations).

This CONTRACT is contingent upon the availability of funds from the Federal Government to operate the WIC Program and the continued operation of the WIC program by the STATE AGENCY. This CONTRACT shall not constitute a license or a property interest.

The purpose of this CONTRACT is to provide authorized VENDORS at which WIC participants, parents or caretakers of infant and child participants, or proxies (hereafter collectively referred to as participants) can get authorized WIC foods, and provide the terms and conditions for VENDORS and the STATE AGENCY to follow during transactions arising out of this CONTRACT.

This CONTRACT is in effect for the period indicated above. Neither the VENDOR nor the STATE AGENCY is obligated to renew this CONTRACT or enter into a new CONTRACT at the expiration or the termination of this CONTRACT. STATE AGENCY and VENDOR hereby agree that VENDOR shall become an Authorized VENDOR of special supplemental foods to WIC participants, subject to Regulations, and the terms and conditions stated herein.

A. **GENERAL TERMS**

1. The federal statutes and regulations that govern the WIC Program, The State of Nevada WIC Program Vendor Manual (and any amendments or additions thereto), the WIC EBT Retailer Agreement (Electronic WIC EBT Redemption Program), and the WIC Policy and Procedure Manual are incorporated in this CONTRACT by reference.
2. If any provisions of this CONTRACT conflicts with federal statutes or regulations that govern the WIC program, the federal statutes or regulations shall govern. If any provision of this CONTRACT with the Vendor manual, the Vendor Manual shall prevail.
3. Any provision of this CONTRACT or any document attached or incorporated by reference that is waived or held to be invalid shall be severable from the remainder of this CONTRACT and shall not affect any provisions of this

CONTRACT. Any provision to this CONTRACT that is found to be prohibited by law shall be severable and shall be in effect only to the extent such provision complies with the law.

4. Nevada law shall govern all aspects of this CONTRACT not covered by federal statutes or regulations, the WIC EBT Retailer Agreement, WIC Policy and Procedure Manual or the Vendor Manual.
5. This CONTRACT, Appendices and all incorporated documents represent the entire agreement between the VENDOR and the STATE AGENCY. No condition or requirement contained in, or made a part of, this CONTRACT shall be modified without an approved, written amendment to this CONTRACT. Amendments shall be effective only if in writing and signed by all parties to the CONTRACT. The terms and provisions of this CONTRACT shall remain in full force and effect except as amended and to the extent so amended.
6. The VENDOR shall be considered an independent Contractor, not an agent of the Department, the State of Nevada or the United States government.
7. WIC FOOD INSTRUMENTS include cash value benefits (CVB) for fruit and vegetable benefit purchase and WIC EBT (electronic benefit transfer) benefits, unless noted otherwise.)

B. VENDOR RESPONSIBILITIES

THE VENDOR SHALL COMPLY WITH:

1. This CONTRACT and the State of Nevada WIC Program Vendor Manual, and any subsequent amendments or additions thereto.
2. Federal and state statutes and regulations (including United States Department of Agriculture (hereafter USDA) regulations 7 C.F.R. § 246.4 *et. seq.*) that govern the WIC program, including any changes made during the CONTRACT period.
3. The State of Nevada WIC Program Policy and Procedure Manual and any amendments of changes thereto.
4. The Vendor selection (APPENDIX A- Vendor Selection Criteria) criteria throughout the CONTRACT period, including any changes to the criteria. Using the current Vendor selection criteria, the STATE AGENCY may reassess the VENDOR at any time during the CONTRACT period. The STATE AGENCY will terminate and/or disqualify the VENDOR if the VENDOR fails to meet the current selection criteria. The VENDOR may also be subject to other sanctions, including administrative fines, suspensions, termination, disqualification, and civil money penalties, or any combination of sanctions, according to the Violations and Sanctions section of the Vendor Manual.
5. The WIC EBT Equipment Operations Manual, WIC EBT Vendor Agreement and any amendments of changes thereto.

C. VENDOR AGREES TO:

1. Have at least one representative participate in training annually. Vendor training may be provided by the STATE AGENCY in a variety of formats, including newsletters, videos, and interactive training. The STATE AGENCY will have sole discretion to designate the date, time, and location of all interactive training. The STATE AGENCY will provide the VENDOR with at least one alternative date on which to attend such training.

2. Train and update all cashiers and other employees who handle WIC purchases on WIC program requirements and provide special or additional training as required by the STATE AGENCY to ensure that all cashiers and other employees who handle WIC purchases understand WIC program requirements.
3. Be held responsible and accountable for the actions or inactions of its owners, officers, managers, agents, and employees who commit Vendor Violations.
4. Maintain the required types and amounts of WIC authorized foods at all times (APPENDIX B - WIC Authorized Foods List). The required types and amounts of WIC authorized foods are found in the most current Nevada State Health Division, WIC Program Vendor Manual. The special supplemental foods are also contained on the list of Authorized WIC foods.
5. Maintain the minimum required stock from the date it submits its application to be a VENDOR and, if authorized, throughout the entire CONTRACT period.
6. Submit semi-annual (January 30th and July 30th) WIC Vendor Price Monitoring forms as required by the STATE AGENCY.
7. Maintain its store in a clean and sanitary manner by:
 - a. Keeping freezer and refrigeration equipment that stores WIC authorized food at the required safe temperatures
 - b. Maintaining and displaying a current Health Code Operating Permit.
8. Display the "Nevada WIC Accepted Here" signs so that WIC participants will see that the VENDOR accepts WIC food instruments.
9. Accept WIC food instruments only from WIC authorized participants.
10. Offer program participants the same courtesies offered to other customers.
11. Charge the WIC Program the current shelf price for each WIC supplemental food item. The current shelf price is the price marked on the item, shelf container or nearby sign and includes the sale price of an item.
12. Charge the WIC Program for only those supplemental food items actually received by the WIC participant.
13. Not provide unauthorized food items, non-food items, cash or credit (including rain checks) in exchange for WIC food instruments.
14. Not provide refunds or permit exchanges for authorized supplemental WIC food items obtained with food instruments, except for exchanges of an identical authorized supplemental food item when the original authorized supplemental food item is defective, spoiled, or has exceeded its "sell by", "best if used by" or other date limiting the sale or use of the food item. (An identical authorized supplemental food item means the exact brand, type and size of the original authorized supplemental food item obtained and returned by participant).
15. Not collect sales tax or other taxes on authorized WIC foods purchased with WIC food instruments. The portion of a CVB transaction that is paid with a participant's own funds is subject to any tax which applies to non-WIC purchases of fruits and vegetables.
16. Keep all information regarding program participants and WIC transactions confidential. VENDORS may not give out information such as WIC EBT card numbers, purchase amounts, or account balances to anyone not connected with the administration of the WIC program.

17. Not enter a program participant cardholder's Personal Identification Number (PIN) for them. Cardholders MUST always enter their own PIN.
18. Provide program participants with a WIC EBT transaction receipt for all WIC transactions. The receipt must reflect the appropriate quantities of WIC food items purchased.
19. Not allow the purchase of alcoholic beverages, tobacco or tobacco products in exchange for WIC food instruments.
20. Not provide WIC food items, including infant formula that are expired, spoiled or beyond their "sell by". "best if used by" or other date limiting the sale or use of the food item in exchange for WIC food instruments.
21. Not approach, solicit or leave advertisements or other promotional items for WIC applicants or participants at the WIC State Agency or Local Agency WIC Clinics.
22. Must display all "WIC Accepted Here" and product "WIC APPROVED" food tags provided by the STATE AGENCY. All approved food items must be properly labeled with current STATE supplied shelf tags.
23. Not use the acronym "WIC" or the WIC logo without written approval from the STATE AGENCY and the USDA. The WIC acronym and WIC logo are registered trademarks of the USDA.

The STATE AGENCY will provide the VENDOR with the only allowable signage or language to:

- a. Identify each retailer as an authorized WIC food Vendor.
- b. Identify authorized WIC foods stating "WIC APPROVED" for grocery store shelves.
- c. Identify WIC EBT terminals.

The VENDOR may NOT use the WIC acronym or logo by:

- a. Attaching it to a food item container
- b. Using it in the official or business name of the VENDOR, in whole or in part, including close facsimiles.
- c. Is restricted from using the WIC acronym in advertising and other promotional material.

The STATE AGENCY has the authority to determine whether a VENDOR has violated this prohibition and must correct the violation, subject only to the oversight of FNS.

24. Not allow the return of foods purchased with WIC food instruments in exchange for cash, credit, non-food items or unauthorized food items.
25. Not allow the sale of firearms, ammunition, explosives or controlled substances in exchange for WIC food instruments.
26. Maintain competitive prices for WIC authorized food items.
27. Shall furnish WIC foods to WIC participants only at the site of the retail food outlets covered by this CONTRACT.
28. Notify the STATE AGENCY in writing at least 30 days before the VENDOR stops doing business, the ownership changes, or the store location changes.
29. Return all VENDOR identification stamps and EBT equipment to the STATE AGENCY within ten calendar days from the date the VENDOR stops doing business, changes ownership, or no longer participates in the NEVADA WIC PROGRAM.

30. Ensure that no conflict of interest, as defined by state statutes, regulations or policies, exists between the VENDOR and the STATE AGENCY or local agencies.
31. Permit announced and unannounced visits by the STATE AGENCY, DEPARTMENT, local and federal representatives to review compliance with WIC program requirements.
32. Maintain records required under this contract for a minimum of five years.
33. Purchase all infant formula authorized for purchase only from the authorized suppliers as listed on the Nevada WIC Programs Authorized Infants Formula Suppliers Form (Exhibit C).
34. Food Instrument Redemption, Charges, etc.
 - 1) Food Instrument Redemption – The vendor must accept WIC Food Instruments from Nevada WIC authorized participants only. WIC Food Instruments consist of Electronic Benefits Transfer (EBT) cards. The Vendor will be reimbursed for WIC purchases up to the Maximum Allowable Reimbursement (MAR) set by the State Agency. The State Agency will analyze redemption data and adjust the MAR monthly to ensure a fair and equitable price is set within each peer group.
 - 2) No Charge – The vendor may not seek restitution from any WIC participant for monies not paid or partially paid by the State agency. This includes but is not limited to sales tax or other taxes on authorized WIC foods purchased with WIC food instruments; any amount of a WIC purchase that exceeds the MAR; or refunds requested by the State Agency. The vendor may, however, allow participants to pay the difference when the purchase of fresh fruits and/or vegetables exceeds the value of the cash-value benefit on the participants EBT card.
 - 3) Not a License – The vendor agreement does not constitute a license or property interest. If the vendor wishes to continue to be authorized beyond the period of its current contract, the vendor must reapply for authorization. If a vendor is disqualified, the State agency will terminate the vendor's agreement, and the vendor will have to reapply in order to be authorized after the disqualification period is over. In all cases, the vendor's new application will be subject to the State agency's vendor selection criteria and any limiting criteria in effect at the time of the reapplication.
 - 4) Compliance – The vendor must comply with the vendor agreement and Federal and State statutes, regulation, policies, and procedures governing the Program, including any changes made during the agreement period.
 - 5) Purchase Price and Redemption Procedures Vendor Reimbursement
 - a. Settlement for redemption of benefits by VENDOR will be made by credit or debit of funds to VENDOR'S account. VENDOR shall authorize such transfers to or from said account as may be required to correct any erroneous or unauthorized transfers or redemptions. This authorization will remain in effect until withdrawn by VENDOR upon written notice to STATE AGENCY and EBT Contractor.
 - b. The appropriate credit or debit to VENDOR'S account will be made no later than two (2) business days following receipt by EBT Contractor of VENDOR'S end-of day POS settlement information. Settlement shall be for the VENDOR total as approved at the time of purchase, which will represent the lesser of, (i) the VENDOR'S item price; or (ii) the STATE AGENCY'S maximum allowable item price. Settlement information received after the processing deadline will be processed for credit or debit the following business day (credit or debit to be made no later than two (2) business days after processing).
 - c. In the event that the credit received by VENDOR is less than VENDOR believes is otherwise due, VENDOR will notify EBT Contractor within sixty (60) days of discrepancy and STATE AGENCY, EBT Contractor, and VENDOR will compare records to determine the source of such discrepancy. EBT Contractor, STATE AGENCY and VENDOR will negotiate in good faith to resolve any discrepancies.

D. RESPONSIBILITIES OF THE STATE AGENCY

THE STATE AGENCY WILL:

1. Provide the VENDOR with a copy (electronic or hard copy) of the Nevada State Health Division, WIC Program, Vendor Manual.
2. Provide the VENDOR with all required training, including one interactive training, during the CONTRACT period.
3. Notify VENDORS of changes to federal or state statutes, regulations, policies or procedures governing the WIC Program. This includes notifying the VENDOR of any changes in the WIC approved foods and changes which affect WIC food instrument redemption or program requirements.
4. Monitor the VENDOR for compliance with federal and state statutes, regulations, rules, policies and procedures. Monitoring may include, but is not limited to, routine monitoring visits, undercover compliance buys, investigations and inventory audits.
5. Enforce compliance with this CONTRACT, federal and state statutes, rules, regulations, policies and procedures.
6. Make payments to the VENDOR in accordance with the WIC food instrument redemption procedures set forth in the CONTRACT and in the Vendor Manual, including subsequent revisions.
7. Provide each approved WIC Vendor location with 2 Electronic Benefits Transfer (EBT) POS terminals. Additional POS terminals must be rented from the EBT contractor at the stores' expense.

E. REDEMPTION OF WIC BENEFITS

1. VENDOR agrees to redeem benefits as provided and in accordance with the procedures specified in the STATE WIC EBT Retailer Manual provided to VENDOR by Contractor or its agent.
2. VENDOR will provide each WIC participant a receipt for each redemption transaction by the WIC participant of said VENDOR.
3. VENDOR will be responsible for the incorrect redemption of WIC Benefits.
4. VENDOR will redeem Benefits at no cost to the WIC participant in the amount authorized by the STATE AGENCY upon presentation by WIC participant of the STATE-issued WIC EBT card and WIC participant's entry of a valid PIN number. WIC participants, at their option, will be allowed to add their own funds to a fruit and vegetable purchase that exceeds the value of their cash value benefit.
5. Comply with the procedures set forth in the EBT Manual and such other rules and regulations as may be applicable to the redemption of Benefits
6. VENDOR will not accept a WIC EBT Card for any purpose other than the redemption of WIC Benefits.

7. VENDOR agrees to conduct the redemption of WIC Benefits with due care and diligence and to indemnify STATE AGENCY for any loss, liability, damage, fee or expense resulting from the negligent acts or omissions, willful misconduct or criminal acts or omissions of VENDOR, its directors, officers, employees or agents.

F. PAYMENT TO VENDORS AND CLAIMS

1. The Automated Clearing House (ACH) will be used to reimburse vendors for benefits provided to cardholders at VENDOR locations. The terminal driving VENDOR will transmit a daily file to the ACH, which will reimburse VENDORS for transactions. The ACH will forward all reimbursements electronically to VENDOR'S banks for processing and posting.
2. Settlement shall be for the VENDOR total as approved at the time of purchase, which will represent the lesser of, the VENDOR item price; or the STATE AGENCY maximum allowable item price.
3. When the State agency determines the vendor has committed a vendor violation that affects payment to the vendor, the State agency will delay payment or establish a claim. The State agency may delay payment or establish a claim in the amount of the full purchase price of each food instrument transaction that contained the vendor overcharge or other error. The State agency will provide the vendor with an opportunity to justify or correct a vendor overcharge or other error. The State agency may offset the claim against current and subsequent amounts to be paid to the vendor. In addition to denying payment or assessing a claim, the State agency may sanction the vendor for vendor overcharges or other errors in accordance with the State agencies sanction schedule.
4. VENDORS must report bank account changes to the WIC EBT contractor and the STATE AGENCY in writing at least 30 business days prior to the new account effective date.

G. MULTIPLE LOCATIONS

Vendors shall provide with their application a current list of all individual store locations that are to be authorized under this CONTRACT. Multiple store locations may be added or deleted in accordance with WIC program policies and procedures without affecting the status of any other location.

The VENDOR shall notify the STATE AGENCY in writing not less than 30 calendar days before adding or deleting a location.

H. BANKING

The VENDOR shall provide the STATE AGENCY with the name, address, branch, and account number for the bank that the VENDOR has authorized to accept its food instruments for deposit. The VENDOR shall notify the STATE AGENCY in writing of any change in its bank account at least 30 days before the change takes place.

I. MONITORING AND AUDIT

The STATE AGENCY shall monitor the VENDOR.

Monitoring may include, but is not limited to the following:

- a. Unannounced monitoring visits by STATE AGENCY personnel or persons authorized by the STATE AGENCY; representatives from the United States Department of Agriculture or other federal agencies; federal, state or local law enforcement agencies; or authorized personnel from local WIC Agencies.
- b. Compliance buys, which are undercover investigations to determine compliance with WIC requirements.
- c. Inventory audits.

During monitoring visits, the VENDOR shall provide access, during normal business hours, to all WIC food instruments, shelf prices, EBT equipment, shelf price records, purchase records of WIC authorized foods and food storage areas.

In view of Federal immunity from state claims or review, the STATE AGENCY may not conduct on-site monitoring reviews of commissaries (except upon invitation by constituted military authority) or required claims to be paid. However, the STATE AGENCY may review redeemed food benefits prior to payment. If the transaction is found to contain errors or omissions, payment may be denied unless or until further justification is provided by the submitting commissary.

If the STATE AGENCY identifies a possible problem, it shall write the commanding officer of the installation requesting repayment, investigation, or other appropriate action. The commanding officer of the installation or his designee shall take necessary action and promptly reply to the STATE AGENCY, including repayment, if appropriate. VENDOR shall not seek restitution from any WIC participant for food instruments not paid or partially paid by the STATE AGENCY or for refunds requested by the STATE AGENCY.

J. VIOLATIONS-CARRYOVER

Violations of the WIC Program that would result in federally mandated sanctions, which occurred during the previous CONTRACT period, may be carried over and used as a basis for termination and/or disqualification or other sanctions (including monetary claims) under any subsequent contracts in accordance with the most recent Violations and Sanctions section of the Vendor Manual.

K. VENDOR RECORD REQUIREMENTS

1. The VENDOR shall retain records including all books, accounts, reports, files, purchase invoices, inventory records, records used for federal tax reporting purposes and other records relating to the performance of this CONTRACT for a period of five years from the date of, whichever is later;
 - a. Expiration of the CONTRACT
 - b. Termination of the CONTRACT
 - c. Final payment under this CONTRACT
2. The VENDOR shall retain records related to disputes, litigation, settlements of claims or exceptions of the Director arising out of the performance of this CONTRACT until such time as these matters have been finally resolved or for five years, whichever is later.
3. Upon request, the VENDOR shall make available to representatives of the STATE AGENCY; the USDA; any law enforcement agency; Department of the Attorney General; or the Comptroller General of the United States, at any reasonable time and place for inspection and audit, all food instruments in the VENDOR'S possession and all program related records.
4. The VENDOR shall, at its own expense, provide a legible copy of all such records to the State of Nevada WIC Program within 30 calendar days of the written request of the STATE AGENCY or the USDA.
5. The VENDOR shall retain and produce for inspection and audit the original of all such records when needed to verify the authenticity of a copy.

L. PURCHASE AND INVENTORY RECORD REQUIREMENT

VENDOR purchase records shall reflect the name and address of the supplier, distributor, wholesaler or manufacturer, the date of the purchase, list of the items purchased, size, stock number, quantity and the unit price. VENDOR purchase records shall be maintained for five years. (Handwritten invoices are not acceptable)

VENDORS shall only purchase infant formula from sources on the Nevada WIC Program's list of infant formula manufacturers, wholesalers or distributors.

Sales receipts for WIC authorized foods (other than infant formula) purchased at retail establishments (for resale by VENDOR) must include the name and address of the retail establishment, the date of the purchase, a description of the exact item(s) purchased (e.g. 12oz box of Total Cereal), the unit price of the items and the total amount purchased.

- a. Receipts that do not completely describe the actual item purchased shall have codes that can be verified by contacting the retailer at which the item(s) were purchased.
- b. All receipts from purchases at retail establishments must be machine dated by establishment. Hand or manually dated retail store receipts and not acceptable.
- c. Affidavits, Statements of Fact, other written statements, or oral statements shall not be accepted as evidence of inventory. Only purchase records or retail receipts as described above in this section shall be accepted and constitute evidence of inventory.

M. RELEASE OF VENDOR RECORDS

1. The STATE AGENCY has the right to coordinate VENDOR monitoring with the Inter Tribal Council of Nevada (ITCN). This shall include, but is not limited to, joint investigations, compliance investigations, inventory audits and access to VENDOR records.
2. The STATE AGENCY may share records and information concerning the VENDOR'S participation in the WIC Program with other entities responsible for oversight, administration or enforcement of the WIC Program or the Food Stamp Program/Supplemental Nutrition Assistance Program (SNAP). These persons may include personnel from its local agencies and other WIC State and local agencies and persons investigating or prosecuting WIC or Food Stamp Program/SNAP violations under federal, state or local law or with persons directly connected with the administration or enforcement of any federal or state law.

N. NOTIFICATION OF NAME, MAILING ADDRESS OR TELEPHONE NUMBER CHANGE

The VENDOR shall notify the STATE AGENCY in writing at least 30 calendar days before any change in the store name, the store's mailing address, or the store's telephone number. A change in location is not a change in mailing address.

O. CHANGE IN LOCATION

VENDORS who change the location of their business will not be authorized at their new location unless they have applied to the STATE AGENCY in writing 30 calendar days before changing locations. This CONTRACT is not transferable between locations. The CONTRACT will be terminated when the VENDOR changes locations.

P. CHANGE IN OWNERSHIP

This CONTRACT is not transferable between owners and establishments. The CONTRACT will terminate when the VENDOR changes ownership. The VENDOR shall notify the STATE AGENCY at least 30 calendar days before a change in ownership, including bankruptcy of an authorized VENDOR.

Q. CLOSING OF BUSINESS

The VENDOR CONTRACT will be terminated when the VENDOR ceases operation as a food store for any reason. The VENDOR shall notify the STATE AGENCY in writing at least 30 calendar days before closing their business.

R. TERMINATION AND EXPIRATION OF THE CONTRACT

The STATE AGENCY will immediately terminate the CONTRACT if it determines that the VENDOR has provided false or misleading information in connection with its application for authorization. The vendor may reapply for authorization after such contract termination after a waiting period of 120 calendar days has been met.

The VENDOR or the STATE AGENCY may terminate this CONTRACT for cause after providing at least 30 calendar days advance written notice. The STATE AGENCY may terminate this CONTRACT and/or disqualify the VENDOR for, but not limited to, reasons state below:

- a. Failure of VENDOR to comply with the conditions and responsibilities set forth in this CONTRACT; the most recent federal regulations at 7 CFR § 246.1 *et. seq.*; the WIC Vendor Manual including Appendixes Table 3 (WIC Vendor Sanctions); the STATE AGENCY'S WIC Policies and Procedures; and subsequent amendments and revisions to these documents.
- b. Low volume of WIC sales
- c. Termination of the WIC Program or the non-availability of funds.
- d. Failure to pay claims
- e. Non-competitive prices
- f. Failure to maintain business integrity
- g. Fraud

The STATE AGENCY may terminate a VENDOR without cause with at least 30 calendar days advance written notice.

THE CONTRACT expires and ceases to be effective when the end date specified in the CONTRACT has been reached. Expiration of the CONTRACT is not subject to appeal or to a fair hearing.

After the expiration or termination of the CONTRACT, the VENDOR must reapply for authorization. If a VENDOR is disqualified , the STATE AGENCY will terminate the VENDOR'S CONTRACT and the VENDOR will have to reapply for authorization in order to be authorized after the disqualification period is over. In all cases, the VENDOR'S new application will be subject to the STATE AGENCY'S vendor selection criteria and any criteria the STATE AGENCY uses to limit the number of VENDORS it will authorize.

Disqualification from the WIC Program may result in disqualification as a retailer in the Food Stamp Program/SNAP. Such disqualification is not subject to administrative or judicial review under the Food Stamp Program/SNAP. Disqualification from the Food Stamp Program/SNAP may result in disqualification as a retailer in the WIC Program. Such disqualification is not subject to administrative or judicial review under the WIC Program. For these reciprocal disqualifications, the length of disqualification shall be the same length as the originating Program's disqualification, but may begin at a later date.

The STATE AGENCY will not accept or process an application from a VENDOR during any period of disqualification.

S. APPEAL AND FAIR HEARINGS

The VENDOR has the right to appeal (request a fair hearing) certain adverse actions of the STATE AGENCY which result in denial of an application for a VENDOR CONTRACT, administrative fines, civil money penalties, termination of VENDOR CONTRACT or disqualification from the WIC Program. The VENDOR appeal rights and fair hearing procedures are found in the Nevada State Health Division, WIC Program, Vendor Manual.

T. CRIMINAL PENALTIES

A VENDOR who commits fraud or abuse in the WIC Program is liable to prosecution under federal, state or local laws. Under federal law, those who have willfully misapplied, stolen or fraudulently obtained program funds will be subject to a fine of not more than \$25,00 or imprisonment for not more than five years or both, if the value of the funds is \$100.00 or more. If the value is less than \$100.00, the penalties are a fine of not more than \$1000.00 or imprisonment for not more than one year or both.

U. BUSINESS INTEGRITY

The VENDOR shall comply with the business integrity requirements as stated in federal statutes and regulations that govern the WIC Program and in the Vendor Manual.

V. CONFLICT OF INTEREST

1. The VENDOR ensures that no conflict of interest shall exist with either the DEPARTMENT, STATE AGENCY, and local agencies. A conflict of interest relates to the standard of ethical conduct that no officer or employee shall have any interest, financial or otherwise, direct or indirect, or engage in any business transaction, or professional activity or incur any obligation of any nature which is in conflict with the discharge of a person's duties.
2. The STATE AGENCY will terminate this CONTRACT upon notification of the parties should such conflict of interest arise after the acceptance of this CONTRACT by the parties.
 - a. Such cancellation shall occur without any further obligation;
 - b. Conflict of interest shall include, but is not limited to, situations where any person significantly involved in initiating, negotiating, securing, drafting or creating the CONTRACT on the behalf of the STATE, its political subdivisions, or any of the departments or agencies of either is, at any time while the CONTRACT or any extension of the CONTRACT is in effect, an employee or agent of any other party to this CONTRACT in any capacity or a consultant to any party of the CONTRACT with respect to the subject matter of this CONTRACT.
 - c. Cancellation under this section by the State Agency or its political subdivisions shall be effective 15 days from when written notice is received by all parties to this CONTRACT unless the notice specifies a later time.

W. FORFEITURE

1. Notwithstanding any provision of state law and in addition to any other penalty authorized by law, a court may order a person that is convicted of a violation of a provision of law, with regard to the trafficking of food instruments, funds, assets, or property that have a value of \$100.00 or more that are subject of a grant or other form of assistance under this section, to forfeit to the United States all property as follows:
 - a. All property, real and personal, used in a transaction or attempted transaction, to commit or to facilitate the commission of, a violation described above;
 - b. All property, real and personal, constituting, derived from or traceable to any proceeds a person obtained directly or indirectly as a result of a violation described above.
 - c. All property subject to forfeiture under this clause, any seizure or disposition of the property, and proceedings relating to the forfeiture, seizure, or disposition shall be subject to section 413 of the Comprehensive Drug Abuse Prevention and Control Act of 1970 (21 U.S.C. § 853) other than subsection (d) of that section.

X. INDEMNITY

1. The VENDOR shall. At all times, indemnify, defend and hold harmless the STATE, STATE AGENCY and/or any of its agents, officials and employees from any and all claims, demands, suits, actions, proceedings, losses, costs and/or damages of every kind and description, including attorney's fees and/or litigation expenses brought or made against or incurred by the STATE and/or STATE AGENCY on account of loss or damage to

any property of for injuries to or death of any person, caused by, arising out of, or contributed to, in whole or in part, by reasons of any alleged act, omission, professional error, fault, mistake, or negligence of the VENDOR, its employees, agents or representatives, or subcontractors, their employees agents or representatives in connection with or incident to the performance of this CONTRACT or arising out of workers compensation claims, or unemployment compensation claims employees of the VENDOR and/or its subcontractor or claims under similar such laws or obligations. The VENDOR'S obligations and responsibilities under this section shall not extend to any liability caused by sole negligence of the STATE or its employees.

2. The VENDOR shall indemnify, defend and hold harmless the STATE, DEPARTMENT, and STATE AGENCY from any claim, liability or expense caused by the VENDOR'S default under this CONTRACT.

Y. PROHIBITION AGAINST DISCRIMINATION

1. The VENDOR shall comply with the nondiscrimination provisions of USDA regulations 7 C.F.R.§15, 15a and 15b
2. Both the VENDOR and the STATE AGENCY agree to comply with all aspects of anti-discrimination legislation, including all federal legislation.
 - a. The VENDOR shall not discriminate because of race, color, disability, age, national origin, or gender in any interactions with WIC participants, WIC recipients, representatives of the STATE AGENCY, or suppliers;
 - b. The STATE AGENCY shall not discriminate because of race, color, disability, age, national origin, or gender in any interactions with VENDORS or VENDOR APPLICANTS;
 - c. The VENDOR shall comply with all applicable provisions of the Americans with Disabilities Act of 1990 and its amendments.

Z. NOTICE

Whenever notice is required by the terms of this CONTRACT, unless otherwise specified, the notice shall be in writing; shall be delivered in person, by certified mail with a return receipt requested, by FedEx, or email; and shall be directed to the person(s) and address (es) specified for such purpose on the execution page of this CONTRACT or to such other person(s) and/or address (es) as either party may designate to the other party by written notice.

VENDOR CONTRACT

**STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEVADA DIVISION OF HEALTH
WIC PROGRAM**

“STATE AGENCY”
NEVADA DIVISION OF HEALTH

BY _____

Administrator

Date

Nevada State WIC
4126 Technology Way Suite 102
Carson City, NV 89706

APPLICANT

I, the undersigned, have read and understand all requirements of the Nevada WIC Program in addition to the terms and conditions of this contract and the attachments. I understand that I will be bound by these requirements.

The undersigned representative has legal authority to obligate the Vendor.

“VENDOR”

Signature

Print or Type Name

Title of Authorized Person

Store Name

Street

City

State

Zip Code

County/Reservation

Telephone Number

APPENDIX 8 – Request For Funding**Nevada Department of Health and Human Services**

Health
Division # _____
Bureau Program # _____

HEALTH DIVISION

GL # _____
Draw #: _____

VENDOR REQUEST FOR REIMBURSEMENT / ADVANCE

<u>Program Name:</u> Women, infants and Children (WIC)	<u>Vendor Name:</u> _____
<u>Address:</u> 4126 Technology Way Carson City, NV 89706	<u>Address:</u> _____
<u>Subgrant Period:</u> _____	<u>Vendor EIN#:</u> _____ <u>Vendor #:</u> _____

FINANCIAL REPORT AND REQUEST FOR FUNDS**(report in whole dollars; must be accompanied by expenditure report/back-up)****Month(s):** _____**Calendar Year:** _____

Approved Budget Category		A Approved Budget		B Total Prior Requests		C Current Request		D Year To Date Total		E Budget Balance		F Percent Expended
1	Personnel	\$	0	\$	0	\$	0	\$	0	\$	0	
2	Travel	\$	0	\$	0	\$	0	\$	0	\$	0	
3	Operating	\$	0	\$	0	\$	0	\$	0	\$	0	
4	Equipment	\$	0	\$	0	\$	0	\$	0	\$	0	
5	Contract/Consultant	\$	0	\$	0	\$	0	\$	0	\$	0	
6	Training	\$	0	\$	0	\$	0	\$	0	\$	0	
7	Other	\$	0	\$	0	\$	0	\$	0	\$	0	
8	Total	\$	0	\$	0	\$	0	\$	0	\$	0	

This report is true and correct to the best of my knowledge.

Authorized Signature _____

Title _____

Date _____

Reminder: Request for Reimbursement cannot be processed without an expenditure report/back-up.
Reimbursement is only allowed for items contained within Subgrant Award documents. If applicable, travel claims must accompany report.

FOR HEALTH DIVISION USE ONLY

Program contact necessary? ____ Yes ____ No Contact Person: _____

Reason for contact: _____

Fiscal review/approval date: _____ Signed: _____

Scope of Work review/approval date: _____ Signed: _____

ASO or Bureau Chief (as required): _____ Date: _____

Vendor Manual Nevada State Health Division

WIC Program

Updated October 1, 2010



Janice Hadlock-Burnett
Vendor Coordinator
State of Nevada WIC
4126 Technology Way
#102
Carson City, NV 89706
T (775) 684-4269



Theresa Carsten
Vendor Coordinator
Inter-Tribal council of
Nevada, WIC
680 Greenbrae Dr. Ste 222
Sparks, NV 89431
T (775) 355-5210 ext 124